



Job Title: Performance Manager
Program: Programs & Clinical Services
Reports to: Director, Programs & Clinical Services

Responsibilities

- Provides leadership and support to Programs & Clinical Services through the development, implementation and coordination of policies, programs and services
- Creates and supports an environment for developing people & performance through engagement & empowerment
- Ensures continuous improvement to enhance organizational strength through recruitment, development and succession planning within Programs & Clinical Services
- Manages direct and indirect reports including; ensuring appropriate hiring practices, training and development, day to day performance management, performance reviews and disciplinary requirements
- Provides coaching in the office and in community settings
- Creates and maintains a positive work environment where all employees can maximize their job satisfaction and productivity
- Develops, leads and ensures the multi-service teams are high performing and integrated throughout the organization
- Develops & strengthens the competencies of direct reports and identifies opportunities for skill/knowledge development
- Establishes awareness and sensitivity to situations in a diverse community
- Develops, recommends and implements services by preparing short and long-term strategies and plans that align with the organization's vision, goals and objectives
- Ensures that all services are integrated, planned, delivered and evaluated in accordance with professional standards, best practice guidelines, legislative and funder requirements
- Identifies potential barriers to optimal client care, provides recommendations and manages activities to minimize risks
- Evaluates changes, ensures continuity and consistency of client care with care plans implemented and documented in accordance with standard operating procedures
- Manages strategic alliances and communications with members of the mental health sector, community organizations and key stakeholders in order to deliver a high standard of service to clients
- Reviews the Programs & Clinical Services evaluation reports recommending changes and enhancements and/or introduces new/innovative programs, services and/or practices within the organization
- Produces reports, as required, on assigned projects and their status, major issues, scope changes, resource changes and milestone achievements
- Facilitates project team meetings focusing on business and operational issues
- Executes, directs and assists staff with designing, implementing and reviewing program activities ensuring alignment with organizational goals and objectives
- Prepares program reports and proposals as required
- Maintains up-to-date knowledge of mental health strategies, practices and trends within the sector in order to ensure availability of services to clients
- Prepares, maintains and monitors monthly and annual program statistics and quality performance indicators
- Monitors deliverables of Programs & Clinical Services and provides direction where needed
- Co-Leads the accreditation and certification process within the organization
- Performs other duties as assigned

Requirements

- Post-secondary education and a minimum of 5 years related management experience
- Progressive work experience in a coaching or leadership role
- Previous leadership experience working for a highly regulated industry such as utilities, energy, manufacturing, health care, telecommunications, financial services or public sector is preferred
- Experience with methods of program evaluation
- Expert level administrative and organizational skills
- Superior critical thinking skills including the capacity to identify and appropriately assess and direct competing interests and priorities
- Ability to impact and influence others in order to obtain support for the organization's goals and objectives
- Knowledge and application of quality improvement principles and practices
- Ability to partner well with colleagues both internal and external to the organization
- Excellent communication skills (written and verbal) to ensure staff understand and contribute to the strategic vision of the organization
- Knowledge of the mental health and addictions environment would be an asset

Application Procedure

1. Forward cover letter and resume to: recruitment@cmhadurham.org
2. Deadline for resumes is **May 31, 2019**

CMHA Durham endorses the principles of workforce diversity. All qualified candidates are encouraged to apply; however only those selected for an interview will be contacted. Accommodations are available upon request.