



JOB POSTING

DATE: March 9, 2026

POSTING NO: 26-05

POSITION: PROGRAM MANAGER – ACCOMMODATION SERVICES
JOB TYPE: FULL TIME- TEMPORARY 18 MONTHS
DEPARTMENT ACCOMODATIONS SUPPORT
LOCATION(S) AJAX, PICKERING, AND WHITBY
VACANCY: THIS POSITION IS FOR A NEW. OPEN VACANCY
REPORT TO: LENA REILLY, SENIOR MANAGER OF OPERATIONS

POSITION OVERVIEW

The Program Manger is responsible for overseeing the delivery of high-quality residential supports for individuals with a dual diagnosis (developmental disability and mental health disorder and/or challenging behaviour). The role ensures that services are person-centred, safe, and compliant with all regulatory and organizational standards while promoting the well-being, independence, and dignity of each individual supported.

Reporting to the Senior Manager of Operations, the Program Supervisor provides leadership and guidance to Direct Support Professionals, ensuring staff are effectively trained, supervised, and supported in delivering consistent and compassionate care. The position oversees program implementation, including the development and monitoring of Individual Service Plans (ISP), data analysis to support evidence-based programming, and coordination of interdisciplinary supports.

The Program Supervisor is responsible for maintaining compliance with Municipal By-Laws, Fire Code, Occupational Health and Safety requirements, the Developmental Services Act, and Quality Assurance Measures, while also ensuring that environments are safe and responsive to the unique strengths and needs of each individual. This role requires strong collaboration with families, community partners, healthcare professionals, and internal teams to ensure coordinated care and community integration for the people supported. The Program Supervisor also manages staffing processes including hiring, orientation, training, performance management, and staff development, while overseeing administrative functions such as budgeting, documentation compliance, health and safety inspections, and site operations.

Through effective leadership, communication, and program oversight, the Program Supervisor ensures that residential services operate in alignment with the organization's mission, values, and commitment to person-directed, community-based support.

JOB SUMMARY:

- Support individuals with a dual diagnosis (developmental disability and mental health disorder and/or challenging behaviour) in a residential home setting.
- Lead/manage direct support staff to ensure the duties are carried out.
- Ensure program compliance with Municipal By-Laws, Fire Code, Health & Safety, and Developmental Services Act, Quality Assurance Measures requirements.
- Model exemplary professional communication, and respectful engagement with supported individuals, family members, Association employees, and the community.
- Ensure the provision of environments that are tailored to the individual strengths/needs of each person supported. These environments must also be designed to ensure that all involved are safe by ensuring that policies and procedures are adhered

to as specified and required.



- Ensure the established Person Directed Planning process for all supported individuals is maintained.
- Oversee the programming of assigned clients including analysis of data, making data driven program changes, writing, and updating Individual Service Plans, attending/organizing team meetings, and working as part of the interdisciplinary team.
- Provide ongoing support and training to families.
- Monitor and support direct performance of direct support staff on an ongoing basis and formally appraise, at least annually, the performance of each staff based on job description and established goals.
- Assume temporary management of alternate programs when required.
- Contribute to and participate on Association and Community committees.
- Attend team meetings and training events.
- Conducting meetings with caregivers, educational and community agencies.
- Provide training designed to meet the needs identified through the Person-Directed Planning process.
- Participate in community assessments and community-based treatments as needed.
- Recommend training and development for support staff.
- Meet regularly with direct support staff, supervisory team, interdisciplinary team, and Senior Manager of Operations to review program needs and all aspects of service.
- Revise job descriptions as necessary in collaboration with Human Resources Manager
- Hire and provide orientation and training to full-time, part-time, and students to meet ongoing needs.
- Ensure the organization of supports for individuals in obtaining services in the community.
- Perform various administrative duties (i.e., financial, health & safety, medication, property inspections, progress reports,) as required.
- Assuming emergency on-call rotation duties as required.
- Ensure all compliance documentation is completed on time throughout the course of the year.
- Budget preparation and management; administration of petty cash, review and coordination of site expenses
- Perform other duties as assigned.

QUALIFICATIONS:

- Minimum 5 years' experience in a social service organization supporting the inclusion of people with intellectual disabilities in the community.
- Previous experience in a managerial role, supervisory experience in Accommodation Support settings preferred.
- Experience in supporting adults with complex needs, dual diagnosis, and high behavioural needs in the community.
- Experience working with families, advocates, other services, and community leaders.
- Experience in working as a part of a multidisciplinary team.
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GENERAL REQUIREMENTS:

- Commitment to the equal citizenship and the inclusion of all citizens in our society.
- Ability to engage and support individuals based on the Bio-Psycho-Social and person centered approaches.
- Maturity and flexibility, good personal judgement in dealing with people.
- Ability to communicate verbally and in writing persuasively, and in a clear and concise manner.
- Ability to work effectively in a Managerial role.
- Ability to work independently and initiate new programs.
- Ability to work under pressure and demonstrate experience in dealing with emergency and crisis situations.
- Knowledge of developmental disabilities, dual diagnosis, behavioural interventions.
- Valid certificate in First-Aid, CPR and Safe Management is preferred.
- Valid driver's license.
- Accessibility to a reliable vehicle that can be used on the job.
- Demonstrated regular attendance at work.



HOURS OF WORK: 40 hours a week, primarily daytime hours with the flexibility to work occasional weekend and evening hours when necessary and to serve as an after-hours on-call Manager approximately every 6 – 8 weeks or as needed.

STARTING DATE: March 26, 2026

STARTING SALARY: \$70,644 per year

DEADLINE: March 16, 2026, at 4:30pm.

APPLY TO: Samantha Kanhai, Human Resources Manager

Samantha.kanhai@clapw.org

Applications must be in writing and include a cover letter and resume.

Community Living Ajax-Pickering welcomes and encourages applications from people with disabilities. Accommodation is available on request for candidates taking part in all aspects of the selection process. If selected for an interview and require any accommodations, please contact Human Resources at Samantha.kanhai@clapw.org or (905) 427-3300 Ext. 239