CSBD
Community Services
OF BELLEVILLE
AND DISTRICT

Community Services of Belleville and District (CSBD) is seeking an experienced and collaborative leader to serve as Program Manager for the Adult Protective Services (APS) program.

Reporting to the Director of Community Programs, the Program Manager is responsible for the leadership, administration, and continuous improvement of the Adult Protective Services program. The Program Manager will oversee day-to-day operations, provide supervision and support to staff, and ensure services are delivered in accordance with CSBD policies and procedures, funder requirements, legislative standards, and quality assurance expectations.

As a member of the Management Team, the Program Manager will contribute to organizational planning, community partnership development, service innovation, and operational excellence. The incumbent will work closely with internal and external stakeholders to promote person-centered, community-based supports that foster inclusion, independence, and quality of life for adults with developmental disabilities.

Key Responsibilities

Program Leadership and Service Delivery

- Provide leadership and oversight for all Adult Protective Services program operations.
- Ensure services are delivered in accordance with Ministry guidelines, developmental services standards, and organizational policies and procedures.
- Support the development and implementation of person-centered service plans and case management practices.
- Monitor program outcomes and ensure services are responsive to client needs and community priorities.
- Lead quality improvement initiatives to enhance service effectiveness and client outcomes.
- Ensure accurate and timely documentation within electronic client record systems.
- Monitor program utilization and service trends and make recommendations for service enhancements.
- Respond to and support complex client situations, service concerns, and crisis situations as required.
- Ensure compliance with privacy, confidentiality, and documentation standards.

Staff Leadership and Human Resources Management

- Recruit, hire, onboard, supervise, mentor, and evaluate program staff.
- Provide ongoing coaching, performance management, and professional development opportunities.
- Foster a positive workplace culture that supports collaboration, inclusion, accountability, and continuous improvement.
- Approve schedules, leaves, timesheets, and staff attendance in accordance with organizational policies.
- Support employee wellness initiatives and staff engagement activities.
- Ensure staff compliance with mandatory training, certification requirements, and professional development expectations.
- Support conflict resolution and employee relations matters in consultation with the Director of Community Programs and the Interim Human Resources Manager.

Program Administration and Accountability

- Develop, implement, and monitor program policies, procedures, and operational practices.
- Prepare and submit required program statistics, reports, outcome measures, and funder deliverables.
- Monitor program budgets in collaboration with the Director of Community Programs and Finance Manager.
- Support annual planning, service reviews, and operational reporting processes.
- Identify and mitigate program risks and participate in organizational risk management activities.
- Review Serious Occurrence Reports, incident reports, ensure appropriate follow-up actions, and support quality assurance processes.
- Ensure compliance with health and safety requirements and organizational policies.

Community Development and Stakeholder Relations

- Build and maintain positive relationships with individuals supported, families, community agencies, funders, and sector partners.
- Represent CSBD at community committees, working groups, collaborative tables, and sector networks.
- Participate in advocacy, community education, and awareness initiatives relating to developmental services.
- Assume leadership roles on community committees, including Chair or Co-Chair responsibilities, where appropriate.
- Collaborate with government representatives, service providers, and community partners to strengthen service coordination and improve outcomes for individuals supported.

Organizational Leadership

- Participate as a member of the Management Team and contribute to organizational planning and decision-making.
- Support organizational initiatives related to quality improvement, accreditation, strategic planning, equity, diversity and inclusion, and service excellence.
- Work collaboratively across programs and departments to support integrated service delivery.
- Provide management coverage and operational support for other programs as required.
- Serve as a designated backup to the Director of Community Programs to support continuity of operations.

Qualifications

The successful applicant will:

- Be a graduate of a post-secondary program in Social Work, Social Sciences, Human Services, or a related field.
- Have a minimum of five (5) years of demonstrated management and supervisory experience within developmental services or a related human services sector.
- Have direct experience supporting adults with developmental disabilities in community-based settings.
- Have experience providing case management services and supporting individuals to access community resources and services.
- Demonstrate a strong commitment to the rights, dignity, inclusion, and self-determination of individuals with developmental disabilities.
- Have demonstrated experience in program planning, monitoring, evaluation, and quality improvement initiatives.
- Have experience using electronic client record databases, including Nucleus.
- Possess knowledge of relevant legislation, including the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA) and applicable developmental services standards.
- Demonstrate experience in policy development, operational planning, statistical interpretation, reporting systems, and service coordination.
- Demonstrate experience representing an organization on community committees, sector tables, and collaborative partnerships.
- Have the ability to effectively facilitate meetings and assume leadership roles, including Chair or Co-Chair responsibilities.
- Demonstrate strong relationship-building skills and the ability to collaborate with funders, community partners, government representatives, and sector stakeholders.
- Be capable of supporting operational continuity across multiple programs and providing management coverage as required.
- Demonstrate the ability to lead, mentor, and support multidisciplinary teams while fostering a culture of accountability, collaboration, inclusion, and continuous improvement.
- Have experience participating in community education, advocacy, community relations, and community development activities.
- Possess excellent communication, organizational, interpersonal, problem-solving, and conflict- resolution skills.
- Demonstrate the ability to work independently and effectively manage competing priorities.
- Have experience working with individuals and communities in rural and remote service areas.
- Be proficient in Microsoft Office applications, database systems, and reporting software.
- Bilingualism (French/English) will be considered an asset.
- Valid Ontario Driver's License.
- Access to a reliable vehicle and appropriate insurance.
- Satisfactory Police Vulnerable Sector Check.

Organizational Responsibilities

- Demonstrate commitment to CSBD's mission, vision, values, and strategic priorities.
- Participate in regular supervision, management meetings, and professional development activities.
- Maintain accurate documentation and reporting requirements.
- Work collaboratively across programs, departments, and community partnerships.
- Support a culture of inclusion, respect, responsiveness, and service excellence.
- Ensure compliance with organizational policies, health and safety requirements, and legislative obligations.
- Travel throughout Hastings, Prince Edward, and Lennox & Addington Counties as required.

Employment Package

This position involves a 35-hour per week, flexible work schedule. The annual salary for this role is **$72,849 - $81,992**, commensurate with education, qualifications, and experience.

Additional benefits include:

- Paid vacation time - up to 3 weeks per year
- Paid personal leave –up to 4 days per fiscal year.
- Group Health and Dental Benefits available immediately
- Employee Assistance Program- available immediately
- Employer matched pension contribution
- Professional development allowance

CSBD invites applications from all qualified individuals. CSBD is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.

Qualified candidates are invited to submit a resume and cover letter no later than **November 16, 2026**, to *hr@csbd.on.ca*. Please include **APS Manager** in the subject line.