



Simcoe Muskoka District Health Unit  
**POSITION DESCRIPTION**

<b>POSITION TITLE: PROGRAM MANAGER</b>	<b>POSITION NUMBER:</b>
<b>SERVICE AREA: As Assigned</b>	<b>PROGRAM AREA: As assigned</b>
<b>REPORTS TO: Service Area Director</b>	<b>REVIEW DATE: May 10, 2006</b>
<p><b>PURPOSE OF POSITION:</b> The Program Manager is an integral member of the health unit management team and assigned Program team(s), providing vision and leadership, and fostering development of knowledge, skills, attitudes and innovations which support excellence in the delivery of public health programs. The Manager provides leadership in directing and participating in the development, implementation and evaluation of programs, and actively contributes to the achievement of Agency goals. Responsibilities include management of Program staff and Program resources including budget input/ monitoring/reporting; management of assigned Program Area including annual Operational Plan, program standards; and ongoing staff development and program improvement. This position acts as a representative of the Simcoe Muskoka District Health Unit at the local, regional, provincial and national level.</p>	
<p><b>POSITION SKILLS &amp; COMPETENCIES REQUIRED:</b></p> <p><b>Education:</b> Baccalaureate Degree (4 year) with preparation in public health, or equivalent as determined by the Service Area Director, AND professional designation relevant to Program Area. Masters Degree in Public Health, Health Care, or related field, preferred.</p> <p><b>Related experience:</b> 5-7 year's experience in public health, or equivalent, with leadership responsibilities. Prior management experience preferred.</p> <p><b>Specific knowledge, skills, abilities:</b></p> <ul style="list-style-type: none"> <li>• Advanced understanding of relevant legislation, protocols and standards</li> <li>• Advanced knowledge and experience with the application of population health and health promotion principles including advanced skills and experience in program planning, implementation and evaluation</li> <li>• Advanced leadership skills including team building and creative problem-solving, and proven resource and program management skills</li> <li>• Advanced critical thinking skills, diplomacy and political astuteness</li> <li>• Advanced ability to model, support and serve as a mentor for skills development with assigned staff</li> <li>• Advanced ability to work collaboratively with all health unit staff and community partners</li> <li>• Advanced interpersonal communication skills including negotiation, collaboration, facilitation, consultative and conflict management skills</li> <li>• Advanced oral communications skills and demonstrated experience in presenting information to individuals and groups for the purpose of setting priorities, accessing resources, defining policy and procedure and influencing program or agency direction</li> <li>• Advanced written communications skills and demonstrated experience creating project proposals, research articles, technical documents and correspondence to communicate to professional audiences, policy makers, and general public</li> <li>• Advanced time management and organizational skills, results-oriented, and ability to meet deadlines</li> <li>• Intermediate ability to analyze and interpret health status data, research and trends</li> <li>• Intermediate skills in Microsoft Word, Excel, PowerPoint and Outlook</li> <li>• Intermediate understanding of the application of technology to support program delivery</li> <li>• Valid driver's license and reliable vehicle or the ability to travel in a timely and efficient manner to locations within and outside the health unit district.</li> </ul>	
<p><b>KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY):</b></p> <p><b>Oversee and manage program staff and program resources, to meet ongoing and changing needs of the Service Area and Agency</b></p> <ul style="list-style-type: none"> <li>• Leads the recruitment of staff and recommends staff for hire to service area director</li> </ul>	

**KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY) Continued:**

- Develops, coordinates and participates in the orientation of staff
- Conducts performance appraisals, in accordance with Agency policy, with all assigned staff
- Provides regular feedback on performance to staff and identifies areas for improvement
- Participates in determining the allocation of staff assignments in relation to identified priorities
- Assigns work to staff; oversees scheduling of staff for regular and weekend work when required
- Maintains a knowledge of and ensures compliance with the ONA collective agreement and Agency and service area policies in consultation with the Service Area Director, Director, Human Resources and Infrastructure, and relevant Executive Committee members
- Consistently provides input into program budgets and approves all expenditures for assigned programs; manages budgets for specially funded programs and grants
- Identifies resource requirements for the development and maintenance of assigned programs
- Identifies data requirements in the development of information systems and databases
- Identifies and contributes to the development of Service Area and program related policies, procedures and protocols
- Approves program resources as per established service area/program policy and procedure.
- Demonstrates leadership in redeployment and re-assignment as required for a public health response

**Manage Program Area, including annual Operational Plan, Program standards/development/ monitoring/reporting**

- Directs program development, monitors implementation and evaluation of programs that are based on community health status data, current research and best practices, staff input, interprofessional and community consultation.
- Ensures the development of and monitors the annual operational plan for assigned program(s), including resource allocation for program implementation
- Develops and implements program specific policies, procedures, standards and/or guidelines, which reflect legislative or regulatory requirements, professional standards and expectations as per agency policy, and in consultation with leadership designate(s) as appropriate
- Analyzes and interprets health status data to support program planning, implementation, and evaluation
- Develops and monitors program indicators and reports to government ministries and Board of Health as required
- Liaises with staff in other programs, health care facilities, municipalities, community and government agencies and service providers to ensure integration and co-ordination of delivery of public health programs
- Represents the Simcoe Muskoka District Health Unit at the local, regional, provincial and national levels to advocate for effective public health practice and public policy direction.
- Maintains awareness of and actively contributes to system level program directions at a local, regional, provincial and national level
- Provides back-up to other Program Managers and may serve as acting Service Area Director

**Ensure staff meet professional standards, including staff coaching & development, and encourage and initiate improvements in services/processes, including timely implementation and dealing with issues as they arise**

- Ensure that staff demonstrates competent practice as required by professional standards and consults with senior leadership designate as required.
- Meets with assigned staff for communication, consultation and reporting purposes
- Provide direction to staff on challenging community interactions
- Provide direction to staff as necessary related to legal cases
- Supports and mentors staff in achieving individual, professional, program and Agency goals
- Support staff to develop core competencies

**KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY) Continued ...**

- Provides leadership and contributes to positive team functioning
- Identifies issues and provides leadership toward resolution
- Provides regular feedback, identifies areas for improvement and initiates progressive disciplinary actions if required in accordance with Agency policy and ONA collective agreement as applicable.
- Encourages, initiates and actively contributes to the improvement of the services offered and the processes through which these services are delivered

**Contribute to agency management, promotion and development**

- Demonstrates personal growth by improving practice based on self-appraisal, ongoing feedback and guidance, professional development, performance appraisal and application of current research and best practices
- Contributes to and provides leadership in the development and achievement of Agency mission, vision, values and strategic directions and service area mission and goals
- Acts as educator, mentor and consultant to professional staff on issues related to public health practice
- Advocates for the development of public health practice through the participation in professional associations and activities
- Facilitates student educational experiences
- Actively participates in Agency committees and initiatives
- Identifies and contributes to the development of Agency policies
- Complies with and ensures staff compliance with Agency policies
- Utilizes health unit resources in an accountable manner
- Actively collaborates with government and community agencies to share public health expertise, negotiate partnerships and communicate Agency priorities and services
- Supports, initiates and participates in research and best practice initiatives
- Represents the Simcoe Muskoka District Health Unit at the local, regional, provincial and national level
- Actively supports the service and program areas in carrying out their program mandate

**Contribute to team and agency effectiveness**

**Ongoing**

- Provides leadership in service and program areas in carrying out their program mandates
- Works collaboratively as a member of the team; actively works to foster positive team functioning
- Demonstrates commitment to, and functions in a way that is consistent with, the agency mission, vision, values and strategic directions
- Promotes the goals of Public Health and the position of the agency on issues within the community and health care system as a whole
- Respects and ensures confidentiality in all work performed on behalf of the agency
- Demonstrates a strong customer service focus both internally and externally
- Participates on agency-related committees and provides leadership as required
- Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency or natural disaster

*Management has the right to change position requirements from time to time as Agency conditions dictate.*

**CONTACTS & COMMUNICATION:**

**Internal:** Board of Health , Executive Committee, MOH/AMOH, Directors, Program Managers/Supervisors program and administrative staff

<p><b>CONTACTS &amp; COMMUNICATION:</b></p> <p><b>External:</b> Health care professionals e.g. Hospitals, LTCH, CCAC, Schools &amp; school boards; residents/public, officials at other Agencies, Provincial officials, MOHLTC, other Ontario &amp; local government agencies, government ministries, health care agencies &amp; coalitions, interest group organizations, municipal staff/officers, legal counsel, court staff, contractors, local politicians.</p>
<p><b>RESPONSIBILITY FOR RESOURCES:</b></p> <p><b>Staff:</b> Direct and indirect management i.e. variable number of professional and interdisciplinary staff, dependant on service and program area.</p> <p><b>Financial:</b> Provides budget input; administers/monitors budget allocation for program, including grant funding. Develop Request for Proposals (RFP), oversees contract negotiations, provides input for contracts, and approves payment for program specific resources.</p> <p><b>Information:</b> Directly oversees staff responsible for collecting, storing, providing, generating information. Prepares formal reports/presentations/procedures involving detailed information and recommendations for action. Interprets agency/service area/program policy and legislative requirements.</p> <p><b>Materials &amp; Equipment:</b> Determines and recommends selection and purchasing of program materials, for Director's signature. Approves newly developed resources for content and quality. May oversee storage &amp; inventory. May be responsible for purchase, storage, and dissemination of product in accordance with relevant legislation and regulation. Responsible for authorizing conference applications and program supply requisitions prior to director sign-off. Responsible for authorizing mileage expenses and timesheets. Recommends purchase of equipment to Director. Directs staff in purchase, use and maintenance of equipment.</p>
<p><b>EFFORT REQUIRED:</b></p> <p><b>Mental:</b></p> <ul style="list-style-type: none"> <li>• Considerable attention to detail/audio concentration for significant number of meetings, telephone</li> <li>• Considerable attention to detail/visual concentration for computer/keyboarding, reading/critiquing materials and data analysis</li> <li>• Deadlines related to program requirements, timely responses</li> <li>• High volume of work</li> <li>• Considerable and multiple interruptions</li> <li>• Constant analysis related to data, reports for program planning &amp; evaluation purposes, interpretation of health status information, risk assessment, and based on the nature of the work in general.</li> <li>• Priorities shift often due to juggling workload demands, need for planning &amp; change requests from governing ministries</li> <li>• Moderate negotiation, conflict and crisis management related to team functioning, collaborations with other agencies</li> </ul> <p><b>Physical:</b></p> <ul style="list-style-type: none"> <li>• Moderate sitting for computer and telephone work, meetings</li> <li>• Moderate manual dexterity for keyboarding,</li> </ul>
<p><b>WORKING CONDITIONS SPECIFIC TO POSITION:</b></p> <ul style="list-style-type: none"> <li>• Standard office environment applies most of the time i.e. work in health unit offices and at other office locations including off-site locations.</li> <li>• Limited exposure to adverse conditions e.g. verbal conflicts/abuse with clients during complaint resolution.</li> <li>• Limited exposure to health or safety hazards e.g. when visiting client work locations</li> <li>• Limited work in isolation when in the community, at meetings, client locations.</li> <li>• Considerable overtime required due to general work demands, evening meeting commitments in the community</li> <li>• Moderate travel is required to attend meetings, visit/work at other offices/sites</li> </ul>

I have read the Position Description and understand the duties and responsibilities as assigned.

**EMPLOYEE'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**MANAGER'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

*Position Approvals:*

**DIRECTOR'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Director Healthy Living Service

**DIRECTOR'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Director Family Health Service

**DIRECTOR'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Director Clinical Service

**DIRECTOR'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Director Health Protection Service

**DIRECTOR'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Director Human Resources and Infrastructure

**DIRECTOR'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Director Program Foundations and Finance

**MOH/CEO SIGNATURE:** **Original document signed by Dr. C. Gardner, MOH**  
**DATE:** \_\_\_\_\_

**POSITION HISTORY:** May 2006 – PD approved.  
Nov. 2/2006 – Minor modifications were made to Position Description as a result of the Job Evaluation Committee review of all agency non-union positions, including reconsideration requests.  
April 04/2013 – Minor revisions for clarity.