



Director, Programs and Services Full-Time

Children's Treatment Network (CTN) partners with the education, health and community sectors to provide a range of rehabilitation and specialized clinical services to more than 5,000 children with multiple special needs in Simcoe County and the Regional Municipality of York.

As a service network with multiple partners we respond to the evolving needs of children and youth with multiple special needs by providing and enhancing services, championing system change and building capacity across the network.

CTN's commitment to providing family-centered care is anchored by a shared electronic client record that provides the foundation for a single plan of care approach to providing comprehensive and integrated services. Collectively we will *Build Brighter Futures Together* for children and youth with multiple special needs.

POSITION SUMMARY:

Reporting to the Chief Executive Officer, the **Director, Programs and Services**, provides exceptional leadership and is a key member of CTN's senior management team. A dynamic and visionary leader, with strong critical thinking and communication skills, the Director, Programs and Services, is responsible for ensuring that all programs and services delivered by our 20 contracted network partner agencies are consistent with CTN's scope and mandate as well as providing oversight to CTN's specialized clinical teams including: augmentative and assistive communications, feeding assessment and consultation, seating and mobility, orthotics and joint management, developmental assessment and consultation and psychology assessment and counselling services. The Director, Programs and Services, also provides oversight and direction to Local Team Facilitators who work out of nine co-located local team sites in York and Simcoe.

The Director, Programs and Services, provides strong leadership in the development of strategic, operational and financial plans related to the ongoing delivery of CTN's programs and services and continues to advance the building of professional capacity throughout York and Simcoe in the implementation of inter-professional practice and family-centred care through maintaining exceptional relationships with all contracted and non-contracted network partners.

CTN offers a competitive compensation and benefit package including participation in the Healthcare of Ontario Pension Plan (HOOPP).

If you are interested in being part of an innovative shared service network, working with committed and engaged service partners in advancing the provision of comprehensive and integrated care to children with multiple special needs and their families, please send your resume via email to careers@ctnsy.ca by **Monday, December 30, 2013**. For more information about CTN visit www.ctnsy.ca

Job Description: Director, Programs and Services, Children's Treatment Network of Simcoe York (CTN)

Reports to: Chief Executive Officer

Location: Richmond Hill and Barrie with travel throughout Simcoe County and York Region.

REQUIREMENTS

- Master's Degree in Health Science or related field or an equivalent combination of education and experience satisfactory to CTN.
- Minimum of 8 years experience in health care or social service sector at supervisory and/or managerial levels.
- Experience in working with children with special needs and broad clinical knowledge of services for children with special needs.
- A strong understanding of and experience in collaborative network delivery models.
- Knowledge of family-centered care principles.
- Knowledge of inter-professional service delivery environments.
- Knowledge of relevant regulated health professional college guidelines.
- Experience in developing and monitoring service delivery contracts and targets.
- Experience in developing and managing budgets, staff teams and related activities within a complex operating environment.
- Advanced computer skills including experience with Microsoft Office and data base and project management applications.
- Experience with the ongoing development and use of a balanced score card approach to organizational assessment.
- Excellent organization, project management, inter-personal and communication skills including oral, written and presentation.
- A valid Ontario Driver's licence and access to an appropriately insured motor vehicle are required.

PRINCIPLE RESPONSIBILITIES

Partner Service Delivery

- Establish and maintain excellent relationships with all service partners involved with network service delivery.
- Manage contracted services through working effectively with partner agencies to develop consistent clinical pathways, processes and performance management.
- Ensure efficiency and quality of service by establishing and monitoring benchmarks and performance indicators for programs and services.
- Continuously assess and pilot strategies and clinical practices to provide the best possible service for clients while managing resources.
- Regularly assess the wait list, caseloads and service delivery data to support resource allocation strategies and budgeting on an annual basis, and monitor the service gaps and needs for year-end adjustments on a monthly basis.
- Assess the programs and services budget, providing a monthly variance analysis and strategies to support budget achievement.

Integrated Care Planning and Development

- Operationalize processes that enable the development of integrated care plans and service delivery.
- Ensure the quality of integrated care plans and services delivery via education, mentorship and clinical standards.

Local Team Operations

- Work with the Manager, Programs and Services, to develop inter-professional programs and activities at the nine local sites.
- Oversee corporate Local Team Facilitator roles and positions, including training, capacity building and leadership.
- Work with the Manager, Programs and Services, to develop the volunteer program in consultation with the Local Team Facilitators and Trainers.
- Develop a risk management program for local teams including response to family relations and local team issues.

Programs and Services Development and Training

- Work with the Clinical Operations Group, comprised of network partners, to develop inter-professional protocols and clinical best practices.
- Provide oversight and leadership for clinical specialty services and Local Team Facilitators.
- Manage the training program for professional development, continuous learning and application of clinical practices, inter-professional practice and mentoring opportunities within the network in consultation with the Local Team Facilitators and Trainers.
- Continually research and assess the availability and application of best practices, trends, issues and related perspectives that shape, enhance and/or benefit clinical services funded by CTN, the network and families served.
- Develop and maintain a risk management service for programs and services.

Health and Safety

- Oversee the health and safety program for clients and workers at local team sites and the corporate health and safety program.
- Oversee the risk management program for local teams including response to client and worker health and safety issues.

Corporate and Network

- Work with the Communications Manager on the development, delivery and assessment of communication programs and processes to front line staff via SharePoint, e-newsletters, CTN website and other tools.
- Directly supervise assigned staff, implement performance appraisals and related policies and procedures.
- Participate in and lead assigned network committees, task forces, work groups and forums on behalf of CTN.
- Participate on national, provincial and local planning, professional and other focus groups relevant to the work of CTN as assigned.