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Lynwood Charlton Centre (LCC) is a publicly funded charitable organization in the City of Hamilton which provides a spectrum of innovative and evidence-based, mental health services. We provide residential, day treatment, and community-based services including in-home and school-based programs to children, youth, and families within the community.

Lynwood Charlton Centre is the Lead Agency for the Hamilton service area for Moving on Mental Health. This is a Ministry initiated plan to transform the experiences of children, youth and families dealing with mental health issues, and strengthen the community-based system for delivering mental health services to them. Through our Lead Agency role, we are responsible for leading and facilitating system reform in Hamilton. To do this, we work collaboratively with other child and youth mental health service providers, other affiliated community partners including our child welfare, health, and school board partners, and parents and youth engaged in our services.

We are currently looking for a **Residential Program Manager**. Though our preferred candidate is fluent in English and French, mastery of the French language is not required.

### **Role Overview**

Directly reporting to the Director of Intensive Out of Home Programs, the Residential Program Manager is responsible for management of the Residential Program, ensuring compliance with both legislative and accreditation standards within the Flamborough residence. The Program Manager will also provide direction to the Child and Youth Care staff in the residence and assume responsibility for supervision of Support Services staff and for all required administrative duties.

### **What we Offer**

- Competitive salary, inclusive of a pension plan
- Comprehensive group benefits plan inclusive of vision, dental and disability coverage
- Generous paid time off policies
- Onsite parking, casual dress and a fantastic team of co-workers

### **Main Duties and Responsibilities**

#### Provide Leadership to the Treatment and Programming for Children/Youth in Care of the Residential Program, including:

- Participate in making decisions about the intake, treatment and discharge of clients through collaboration with other clinical staff members and professional organizations.
- Coordinate and guide the efforts of multidisciplinary teams in their work with clients.
- Ensure the implementation and recording of required documentation of individual treatment plans through regular supervision of staff.
- Ensure the children/youth's academic and education needs are appropriately met through relevant day treatment or community school based approaches.

#### Supervise the Residential Program and Support Staff, including:

- Ensure all licensing and accreditation requirements are maintained in the centre.
- Ensure adequate staffing, shift coverage and Supervision of the day to day work of all shifts of the residential team.
- Provide regular supervision, feedback and performance evaluations to all assigned staff. Ensure appropriate documentation is completed to confirm these processes.
- Endeavour to create a Healthy and Safe workplace for staff employed within the centre.
- Provide direction to maintenance/ cleaning staff to ensure the residential environment is maintained, clean and free from hazards.
- Support kitchen staff in developing effective menus within program budgets.

As a Member of the Management Team, responsibilities include:

- Working within assigned budget cost centers and resource allocation, specifically with regard to the relief staff resource.
- Participate as a member of the Management Team and in any other meetings or committees as required.
- Overseeing the community college students' placement assigned to the residence.
- On call responsibilities on a regular rotating basis. Will also be available to travel to the Agency when needed.
- Other related duties as assigned.

**Experience/Skills and other Requirements**

- Minimum 2 years' supervisory experience in the Child and Youth Mental Health Care or related field (congregate and unionized settings experience preferred).
- Related post secondary education. Bachelors' Degree or equivalent preferred.
- A valid G class drivers license, and reliable vehicle is required, as this role requires local work-related travel within Hamilton.
- Working knowledge of advanced principles of clinical operations in a similar setting is essential, including:
  - Demonstrated ability to review completed case reports to ensure their accuracy and compliance with service standards.
  - Successful experience coaching employees on how best to apply recommendations from standardized clinical assessments to develop treatment plans.
  - Experience evaluating the effectiveness of treatment plans and strive for continuous improvement.
  - Demonstrated ability to apply different models of intervention with children/youth and families.
  - Experience making decisions about the intake, treatment and discharge of clients.

Please send your application to [hrdept@lynwoodcharlton.ca](mailto:hrdept@lynwoodcharlton.ca), with the role title in the subject line. We appreciate all interest; however, only those applicants selected for an interview will be contacted.



We are committed to all forms of diversity and welcome all qualified applicants to apply. Selected candidates with disabilities who require special needs in the selection process will be accommodated to the best of our ability.