

MI'KMAW NATIVE FRIENDSHIP CENTRE



Employment Opportunity: Program Manager of Direction 180

Location: Halifax, NS

Salary Range: To be determined based on qualifications & experience

Employment Term: Contract term January 2021-March 31, 2022 (possible renewal)

Reports To: Executive Director- Mi'kmaq Native Friendship Centre

General Description:

Mi'kmaq Native Friendship Centre is centrally located in the urban Indigenous community of Halifax and is looking for **One (1) Program Manager**. Direction 180 is a community based opioid treatment program that operates as a program of the Mi'kmaq Native Friendship Centre. This position will be responsible for overseeing (not limited to); operational needs; financial management, personnel, reporting, policy, advocacy, meeting all contractual deadlines and funding requirements. This position is full-time hours (40 hours per week). We are looking for a dynamic employee who is willing to work hard to ensure the promotion of The Mi'kmaq Native Friendship Centre's Mission, Value and Visions.

Key Responsibilities:

- Responsible for the operation & performance of the Opioid Assisted Treatment (OAT) program/ clinic
- Manages OTP program operations to budgeted/ planned results
- Participates in the interviewing, hiring, training of clinic and program staff in collaboration with the Human Resource Manager
- Evaluates, manages, counsels and terminates subordinate personnel in collaboration with the Human Resource Manager
- Performs/ and or delegates annual employee performance appraisals
- Negotiates with the Nova Scotia Department of Health physician deliverables, compensation under the Alternative Funding Agreement.
- Provides direction to program personnel and relays program, goals and objectives to all members of a multidisciplinary team
- Works closely with staff via regular supervision to ensure the completion of performance goals
- Adheres to all applicable policies and standards established by healthcare regulatory bodies (e.g. College of Physicians and Surgeons of Nova Scotia, College of Pharmacists, Nova Scotia College of Social Workers and applicable Nova Scotia Health Authority policies and standards agreed to by both parties.
- Communicates with and works in tandem with the Nova Scotia Health Authority, Addictions and Mental Health Opioid Treatment Working Group to collaborate, share knowledge and information related to standards and best practices for OAT
- Leads collaborative reviews and negotiations with NSHA Mental Health and Addictions the Memorandum of Understanding between the MNFC and NSHA for the programs core operational funding agreement.
- Submits quarterly and annual client demographic statistic reports
- Establishes a streamline process for managing complaints from personnel and program participants.
- Ensures that the collection, use, disclosure, retention, disposal and destruction of all clients and staff confidential information meet the Personal Health Information Act (PHIA).

- Under the direction of the Executive Director of the MNFC manages all requests from media and assesses the relevance and benefit and ensures that the appropriate decision makers in NS Health are notified.
- Identifies cost-saving opportunities, operational efficiencies, etc. and implements
- Assists with partnering opportunities, linkage/support agreements and other critical relationships to promote the continuum of care for opioid dependent populations
- Develops, monitors and provides reports on key performance indicators of program measures and reacts accordingly
- Keeps pace with MNFC accounting of all contractual reporting requirements for time limited projects and initiatives.
- Compiles and submits monthly invoices to Correctional Services of Canada for services rendered for individuals residing in the Community Correctional Centre.
- Responsible for coordinating the maintenance & updating of policy & procedure manual and program operations manuals and procedures
- Responsible for establishing, promoting and maintaining a positive workplace culture
- Identifies internal barriers for client success and initiates changes
- Responsible for creating and maintaining referral opportunities to expand access to treatment
- Ensures that all programs and services are co-designed by people who use substances (PWUS).

Development Responsibilities:

- Participates in community relations, education and development activities to raise awareness and bolster support for opioid use disorder treatment and harm reduction.
- Identifies and implements tactical steps to promote retention through enhanced quality of care
- Works with team to discuss physical capacity limitations and solutions to ensure staff and clients are safe
- Maintains connections with circles such as local, regional or national government or community advisory and working groups advisory board meetings, city/county administrator meetings, Leads effort to identify, hire & train personnel with cultural diversity to meet the future clinic needs based on patient demographics – identifies cultural community leaders and networks
- Seeks to provide opportunities for staff to participate in skills development, workshops, events and/or conferences that enhance their abilities to deliver services.
- Participation in the overall program service delivery improvement strategies
- Familiar with standards required by all related regulatory bodies
- Participates and/or collaborates in research or literature development
- Assists as requested with marketing programs & literature development
- Demonstrates initiative and creativity to develop programs and services that reduce the barriers for people who use substances and promote better health and social outcomes.

Qualifications:

- Degree/ Diploma in Health, Social Services, Psychology / Addictions Community Outreach.
- At least 3-5 years' experience working in a community based program which provides health services
- Proven work experience in program/ clinic operations, with significant amount of time working in the field of substance use/ abuse
- Knowledge and demonstrated application of the Office of Controlled Drugs and Substances Act, College of Pharmacists and College of Physicians and Surgeons Regulatory Guidelines related to opioid agonist treatment
- Demonstrated organization and leadership skills with the ability to supervise and manage diverse staff
- Strategic thinking capability, motivated, capable of working autonomously and able to

- generate ideas and benefits for the program
- Must be Client center focused and capable of working through a lens of trauma informed practices
- Excellent interpersonal and communication skills
- Ability to shift focus and adapt services under shifting political priorities of all sectors of government.
- Personal experience with substance use considered an asset
- Completion of CAMH Opioid Treatment Certification
- Proficient in use of IT including databases, Microsoft Word, Excel and Outlook.
- Must provide a Vulnerable Sector Check and Child Abuse Registrar upon hire
- Must have a valid driver's license and access to a reliable vehicle. Travel may be required

Application Deadline: January 8, 2020 by 12 noon

Submit Resume to: HR@mymnfc.com with Subject: "Program Manager-Direction 180"

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel working within this job title.

The Mi'kmaw Native Friendship Centre is an equal opportunity employer; and complies with all fair employment practices laws. We are committed to providing a workplace free from unlawful discrimination and harassment and prohibit the same against employees, applicants or other covered persons by co-workers, supervisors, managers, or third parties based on a person's race, color, religion, creed, sex, sexual orientation, gender identity, national origin, ancestry, age, veterans status, disability unrelated to job requirements, ethnicity, genetic information, military service, political affiliation, marital status and pregnancy or other protected status.

However, qualified Indigenous applicants will be given priority in accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission. The Mi'kmaw Native Friendship Centre (MNFC) reserves the right to refuse all applications for employment. The MNFC will not assume any expenses related to this or any job application process included and not limited to travel, relocation, and application development.

Covid-19 potential impact- This position may require a combination of working onsite as well as remotely as the program is deemed an essential service. As Covid-19 restrictions decrease this position will resume regular onsite work.

*Only those applicants who are screened in for an interview will be contacted.