

Temporary Program Manager

Cheshire Independent Living Services is the Lead Agency for Community Support Services in London and Middlesex. CSS Central Intake completes intakes on behalf of our CSS partners to register individuals for services. We focus on promoting independent living through prevention, early intervention, self-management, health and well-being services such as nutrition, health and wellness, personal and social supports for older adults (55+), persons with disabilities, brain injury, or dementia. Community Support Providers in London and Middlesex work together to deliver the services that assist you in your day-to-day living.

Overview

Title: Program Manager

Status: Temporary Full-Time – until April 30th, 2027

Hours of Work: 40 hours per week

Starting Rate of Pay: \$34.77 per hour

Plus Mileage Reimbursed at \$0.50/km as applicable

Positions Available: Two (2) Temporary Positions – both up to Six Months

Reporting to the Director of Community Supports, this position manages the day to day operations of a London Program and the care provided to consumers in that regional area. This demanding role provides leadership and direction to a team of Personal Attendants and Team Assistants, while also maintaining responsibility for the administration of scheduled and unscheduled services to our consumers. The Program Manager is required to have a working knowledge of Health Links Coordinated Care Planning, as this position entails the coordination and delivery of quality services to our consumers as it aligns with Cheshire's policy.

Requirements

- Post-secondary education in Social Services, Health Care, Community Services or a related field **OR** a minimum of five years related experience in a management role
- Experience working in a unionized environment and working with company policies and a collective agreement to manage staff and ensure quality consumer care
- Leadership experience in a unionized environment is an asset
- Demonstrated ability managing and developing teams
- Excellent interpersonal, active listening, and communication skills
- Must be able to demonstrate an intermediate level aptitude in the operation of all Windows/Microsoft software (skills competency tests will be completed by those candidates chosen for an interview)
- A valid driver's license and private vehicle will be required for local travel
- Satisfactory Police Vulnerable Sector Check
- Working knowledge of the Health Links Coordinated Care Planning (preferred)

Responsibilities

- Forms relationships and builds trust with consumers by providing an environment that supports a 'person-centered' approach to their care
- Strengthens teams by providing individualized coaching and performance management
- Provides direction, problem-solving, initiative, and indelible support relating to the management of consumer service relationships and staff
- Fosters a positive environment by demonstrating a proactive attitude, inspiring a culture of compassion and caring, and possesses a solid understanding of an independent living model
- Effectively manages annual program budgets and finances in a not-for-profit organization
- Support the management team by providing insight and clarity on program needs
- Prioritize multiple responsibilities between frontline staff, consumers, and share information with the administrative/management team
- Providing program specific orientation and scheduling to new staff
- Working with community partners and other health care organization within the community to provide and schedule support services to Cheshire consumers

Cheshire Homes of London is committed to providing a barrier-free environment for all stakeholders. As an agency, we advocate all requirements of the Accessibility for Ontarians with Disabilities Act (2005) as part of our organizational mission and core values. Upon request, accommodations can be made for this recruitment process.



A member of the Leonard Cheshire Disability Global Alliance

Cheshire Homes of London Inc.
1111 Elias Street, Unit 2
London, Ontario N5W 5L1

London: (519) 439-4246
Fax: (519) 439-4815
Watts: 1-800-265-4758
Website: www.cheshirelondon.ca

- Work with Cheshire's Health and Safety team to promote a safe work environment and provide assistance and training to staff as needed
- Rotating On Call responsibilities

How to apply

Qualified applicants are asked to submit a resume and cover letter to the following:

Subject Line: **Program Manager**

Deadline: October 12th, 2026, at 4:30pm

Email to: Lee-Ann Connelly HR.Coordinator.04@cheshirelondon.ca

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