

*Are you passionate about making a positive difference in the lives of others? By working at SFA you'll not only support individuals to live their best lives, but you will also find personal fulfillment along the way. Our commitment to being family orientated extends to our employees. We try to be as flexible and accommodating as possible so you can enjoy your life outside of work. **We put people first because we care.***

*To assist in our current human resource needs, we are seeking to recruit internally or externally one (1) team member who is passionate and committed about making a positive difference in the lives of people with developmental disabilities by providing a safe, caring, and inclusive environment to empower their choices, independences, and achieve life fulfillment, in the position of:*

### **Regional Manager (Full-Time Status)**

Reporting to the Director, Support Operations, the **Regional Manager** will provide leadership, oversight, and strategic direction for multiple 24-hour supported group living homes and/or support programs within the Chatham-Kent and Sarnia/Lambton area. This role is responsible for ensuring high-quality supports and services, strong leadership, and operational excellence across assigned locations. The Regional Manager will work 40 hours per week, primarily Monday to Friday, with flexibility required to meet operational needs, including participation in an after-hours on-call rotation and attendance at various locations, as required.

#### **The Regional Manager will be responsible for:**

- Provide leadership, direction, and support to Location Supervisors and/or Program Coordinators, and their teams across multiple support programs
- Oversee daily operations to ensure safe, efficient, and high-quality service delivery
- Promote a positive, respectful, and collaborative work environment while supporting team performance through coaching, mentorship, and continuous improvement
- Ensure the delivery of person-centered supports that promote choice, independence, and community inclusion
- Overseeing implementation of Individual Support Plans, Behavior Support Plans, and goal development
- Ensure compliance with Quality Assurance Measures (QAM), MCCSS requirements, and all applicable legislation and organizational policies
- Foster strong communication and relationships with people supported, families, caregivers, and community partners
- Ensure the health, safety, well-being, and rights of people supported are upheld at all times
- Support recruitment, onboarding, performance management, and employee relations processes in collaboration with Human Resources
- Participate in investigations, corrective action, and conflict resolution processes, as required
- Promote and ensure compliance with health and safety standards, including participation in emergency response and risk management
- Participate in an after-hours on-call rotation to support operational needs
- Support budget oversight, payroll approval, and financial accountability within assigned support programs
- Ensure accurate documentation, reporting, and record-keeping in accordance with legislative and organizational requirements
- Represent SFA professionally within the community and support organizational initiatives and strategic priorities

**The successful candidate will demonstrate:**

- Strong leadership, coaching, and people management skills
- Excellent problem-solving, decision-making, and conflict resolution abilities
- Exceptional communication and interpersonal skills
- Ability to manage multiple priorities in a fast-paced, dynamic environment
- Strong organizational skills and attention to detail
- Ability to adapt to changing priorities and operational demands
- Commitment to person-centered values and inclusive practices
- Advanced computer skills, including Microsoft Office and organizational systems

**Qualifications:**

- Post-secondary education in Human Services or a related field
- Minimum of 10 years' experience in the human services field
- Minimum of 5–10 years' leadership experience
- Experience managing multiple sites or programs considered an asset
- Valid Class "G" Driver's License required
- Criminal Reference Check with Vulnerable Sector Screening required

**Compensation & Benefits:**

The hourly wage for this position ranges from \$31.90 (Step 1) to \$37.50 (Step 4)

Placement within the wage grid will be determined based on related education, relevant experience, and internal equity, in accordance with SFA's **Compensation and Pay Grid Movement Policy**. Progression through the wage grid occurs over time in alignment with organizational practices.

SFA offers a comprehensive total rewards package that supports employee well-being and work-life balance. This includes a competitive benefits program and paid time off. Further details regarding compensation, benefits, and entitlements will be outlined at the time of offer.

**Applying is simple – just email your cover letter and resume to [HR@mysfa.org](mailto:HR@mysfa.org) by**

**4:00pm on Friday April 24, 2026**

**Attention:** SFA Human Resources - Posting #26-09

*SFA is committed to developing an inclusive, barrier-free recruitment process and work environment. If contacted in relation to the recruitment process, please advise Human Resources of accommodation needs to enable you to be assessed in a fair and equitable manner.*

*We thank you in advance for your interest. Only those candidates with the minimum qualifications will be contacted and considered for an interview.*