

Regional Program Manager (Norfolk)
Full-Time | In-Office (Norfolk County)
Salary Range: \$50,960 – \$69,160 per year



Haldimand-Norfolk Community Senior Support Services (H-NCSSS) is a not-for-profit organization supporting seniors and adults with disabilities to live safely, independently, and with dignity in their homes and communities across Haldimand and Norfolk counties.

H-NCSSS is seeking a Regional Program Manager to provide leadership and oversight for community-based services delivered within the Norfolk region.

Position Overview

Reporting to the Executive Director, the Regional Program Manager is responsible for ensuring high-quality, responsive client services across Norfolk County. This role oversees day-to-day program operations, supports frontline administrative staff, and ensures services are delivered consistently, equitably, and in accordance with organizational standards. The position balances direct oversight of client services with operational leadership, problem-solving, and continuous improvement.

Key Responsibilities

- Oversee coordination and delivery of client services to ensure timely, client-centered support
- Act as a point of escalation for complex or high-risk client situations
- Ensure accurate client intake, assessments, service changes, and documentation
- Supervise, coach, and support Client Service Administrators (CSAs)
- Coordinate staffing coverage, workloads, and workflows to maintain service continuity
- Monitor service trends, access pressures, and performance indicators
- Identify operational challenges and recommend practical solutions
- Build and maintain relationships with community partners and referral agencies
- Serve as a delegate to the Executive Director in community coordination discussions
- Ensure compliance with organizational policies, privacy legislation, and reporting requirements

Qualifications

- Degree in social services, health services, gerontology, community development, or a related field
- Experience in community-based service delivery and client-focused program coordination
- Experience supervising administrative or service coordination staff
- Strong organizational, communication, and problem-solving skills
- Experience working with seniors and/or adults with disabilities is an asset
- Proficiency with Microsoft Office and client information systems
- Valid Ontario driver's license, reliable insured transportation, and a clear police record check

Working Conditions

- In-office position within Norfolk County
- Regular interaction with staff, clients, and community partners
- Flexibility required to respond to operational needs

Send your resume and cover letter to: [**resumes@seniorsupport.ca**](mailto:resumes@seniorsupport.ca)