

Job Description

Job Title:	CCCARE Programs Manager
Department:	Kinesiology and Health Sciences
Reports To:	Instructor and Clinical Programs Director
Jobs Reporting:	Exercise Specialist: Fitness & Lifestyle Consultant; Fitness Consultant
Salary Grade:	USG 10
Effective Date:	September 2022

Primary Purpose

The Centre for Community, Clinical and Applied Research Excellence (CCCARE) is a unique, multidisciplinary team of researchers, clinical experts and staff that strive to improve the overall health of individuals in the community through advanced research, educational opportunities, and progressive outreach programs. Under the direction of the CCCARE Director, and as member of the collaborative CCCARE executive, the Programs Manager will provide leadership and direction to the CCCARE programs team including Exercise Specialists, program volunteers, interns, coop students and other trainees. The Manager will supervise the Exercise Specialist team and will also provide professional services to clients at CCCARE focused on providing highly skilled exercise services and advanced research opportunities to a wide variety of clients. A primary responsibility of the Program Director and Exercise Specialist team is to develop and implement wellness and exercise-based programs for clients who range from high performance individuals to those with chronic conditions, co-morbidities, and varying physical abilities. The Programs Manager will facilitate and develop practical placements for Kinesiology and Health Science undergraduate and graduate academic programs in coordination with the Teaching team. Working with the Research and Operations Manager, the Programs manager will coordinate the assignment of appropriate volunteers, interns, co-ops students, and other trainees to support programs and activities.

Key Accountabilities

Management of the Exercise Specialist Team

- Effectively manage the Exercise Specialist team supporting CCCARE programs and activities, providing oversight for Human Resources related activities, including, but not limited to hiring, vacation, and performance appraisals
- Manage individual work assignments and schedules
- Encourage and facilitate career and skill development to ensure high quality programming and CCCARE experiences, and expertise for clinical application of exercise
- Coordinate and direct communication within the group and other key groups within the Department to enhance effective and efficient operations

CCCARE Team Membership

- Support the development and achievement of goals and objectives of CCCARE by active participation in the CCCARE executive team.
- Inform the executive team of clinical program metrics to facilitate program monitoring, evaluation and ongoing assessment
- Work with the Clinical Programs Directors to facilitate the development of new initiatives incorporating research evidence.

- Work with the Research and Operations Manager to assign appropriate volunteers, interns, co-ops students, and other trainees to programs and activities.
- Provide input to Research and Operations Manager on allocation of space across activities
- Work with Research and Operations Manager to promote CCCARE programs and activities

Program Development and Delivery

- Direct the development of comprehensive, evidence-based exercise plans for a variety of fitness, demonstrating the ability to support individuals who have varying levels of ability and provide appropriate exercise recommendations and modifications as needed
- Provide front line leadership and technical expertise for community and research-based exercise programs for individuals and in a group setting
- Provide comprehensive assessments, interventions, consultation, and educational services for clients with and without complex medical history
- Ensure appropriate risk assessment and screening of clients for appropriate assessments and entry into programs
- Deliver high quality exercise instruction to ensure safe and effective exercise programs including ongoing reassessment and modification as needed for continued advancement or effectiveness of programming
- Recommend ongoing education and behavior modification strategies to help clients meet goals, address barriers, and prioritize a healthy lifestyle

Supervision and Training

- Mentor new staff, graduate students and undergraduate student volunteers as they participate in exercise program delivery
- Oversee and develop the volunteer program supporting CCCARE activities.
- Manage and oversee the exercise program volunteer training workshops
- Work with Kinesiology and Health Sciences academic staff to support the integration of clinical program opportunities in graduate and undergraduate programming.
- Manage the supervision of exercise program assistants (coop students, interns, and volunteers) to ensure quality and consistency in educational material and practical exercise skills and abiding by CCCARE policies
- Manage volunteer performance feedback
- Coordinate with CCCARE Research and Operations Manager and front desk staff for volunteer scheduling and attendance

Programs Data Management

- Oversee the maintenance of metrics and charting notes according to policies and procedures of CCCARE
- Manage data entry and record keeping for programming as required
- Primary liaison with CCCARE administration in the collection of fees as per CCCARE financial policies and the development of fee structure
- Oversee and participate in safety and maintenance of equipment and facilities as per guidelines
- Oversee the development and implementation of safety and hygiene policies to ensure a safe environment for all programs

Additional Support for Kinesiology Department activities

- Provide support for research projects/researchers, workshops, special projects and events within CCCARE
- Work with and provide input to Research and Operations Manager on space needs and allocation across activities

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- Work with the Research and Operations Manager to promote and develop CCCARE programs and activities
- Participate in the development, organization and implementation of programs and workshops including those related to Regulation and Certification for Kinesiology students
- Be a professional advocate for CCCARE and its goals and activities within the University Community and the community at large
- Participate in the CCCARE communication strategy and initiatives as needed

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Honors MSc. in Kinesiology or equivalent education and experience
- Canadian Society of Exercise Physiology (CSEP) Certified Exercise Physiologist (CEP) maintained in active status
- Possess a valid Emergency First Aid & CPR-C certification
- Registered Kinesiologist (RKIN)
- Bone Fit Certification is an asset

Experience

- 5 years experience working as a CEP for special populations such as cancer survivors, cardiac patients, diabetics, athletes and workplace and a broad range of ages
- Previous experience supervising student employees or volunteers
- Demonstrated experience screening potential clients and assessing risks
- Demonstrated leadership in health-related services

Knowledge/Skills/Abilities

- Excellent interpersonal skills to present as friendly and professional to clients
- Extensive exercise programming knowledge and experience in a fitness setting.
- Advanced understanding and competency utilizing tools and techniques for assessment and evaluation of human movement, exercise prescription and the role of exercise in promoting health and prevention of injury and disease
- Competency in both virtual and in person assessments and programming
- Ability to demonstrate appropriate and strategic selection and modification of both assessments and exercise prescriptions for individuals with co-morbidities
- Demonstrated passion for health and helping others
- Outstanding communication skills; both oral and written is essential
- Excellent computer skills with knowledge of web and social media management and data management (Word, Excel, Access, PowerPoint, Web content management) and video production
- Excellent organizational skills will be required to prioritize multiple duties and requests and facilitate record keeping
- Excellent time management skills to meet deadlines and respond to constantly shifting priorities
- Ability to multi-task
- Flexible working hours are required

Nature and Scope

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- **Contacts:** Multiple internal contacts including the Clinical Programs Director, CCCARE management team, CCCARE staff, Kinesiology and Health Sciences faculty, staff and students. External contacts include: Grand River Regional Hospital - Patient Education Steering Committee, Cancer Program Council, Hope Springs Cancer Support System, Cancer Care Ontario Community, Community groups, Canadian Society of Exercise Physiology
- **Level of Responsibility:** The incumbent will be required to utilize strong problem-solving skills working in a busy and diverse Kinesiology Department. As the Programs Manager, they will be supervising full time and casual staff, volunteers and trainees. This position will be required to operate both independently with minimal supervision and within a team environment. This position will be required to assess department and CCCARE procedures and provide advice and recommendations on effective and efficient clinical programming and instructional activities in the Department to further its programs and mission.
- **Decision-Making Authority:** This position will be responsible overseeing staff and volunteers needed for the safe operation of a wide range of activities and outreach programs in CCCARE facilities. Excellent decision-making ability to facilitate and promote the goals and objectives of the Department of Kinesiology and its CCCARE programs are required. The incumbent will work with guidance of the Administrative Officer and the CCCARE management team.
- **Physical and Sensory Demands:** Work demand may be irregular in nature with unavoidable interruptions and some tight timelines. The position requires minor physical exertion and may require extended periods of standing in the activity areas within CCCARE
- **Working Environment:** This position will spend most of their time within various research and activity areas at the CCCARE facilities in the TJB and BMH buildings. This role may involve some evening and weekend working hours.