Alzheimer Society
YORK REGION

JOB POSTING

Position Title:	Program Manager
Location:	Thornhill Day Centre
Position Type:	Full-Time
Reports to:	Senior Day Center Manager
Vacancy Status:	Replacement Position

The Alzheimer Society of York Region ("AS York") helps improve the quality of life for people diagnosed with Alzheimer's disease and related diseases. We provide supportive counselling and education opportunities for individuals and families living with dementia. AS York also provides respite to caregivers and social activities for persons diagnosed with cognitive impairment through our D.A.Y. Centers . A non-profit, community-based agency, AS York offers programs and works in partnership with several community organizations across the Region of York.

AS York is seeking an experienced and compassionate **Program Manager** to lead the day-to-day operations of our Adult Day Program at the Thornhill Day Centre.

Reporting to the Senior Day Program Manager, the Program Manager provides leadership to program staff and ensures the delivery of safe, high-quality, person-centred programs for individuals living with dementia. This role combines people leadership, program operations, client care, quality improvement and community relationships.

The successful candidate will be a strong team leader who is committed to dementia-informed care, staff development and creating a positive experience for participants and their families.

Key Responsibilities

Program & Client Services

- Oversee the daily delivery of Adult Day Programs and ensure services are safe, engaging and person-centred.
- Ensure programming meets the social, recreational, wellness and psychosocial needs of participants.

- Monitor participant needs and work collaboratively with Social Workers and other members of the interdisciplinary team.
- Oversee admissions, discharges, care planning and documentation.
- Coordinate transportation, contracted services and other program resources.
- Respond to participant and family concerns and ensure timely follow-up.
- Co-lead Client Review Meetings and interdisciplinary case discussions.
- Respond appropriately to emergencies, incidents and changing client needs.

Leadership & Team Management

- Provide strong, consistent leadership, coaching and direction to Program Workers, Assistant Program Workers, Drivers, students and volunteers.
- Set clear expectations and foster a positive, respectful and accountable team environment.
- Provide regular feedback, recognize strong performance and address performance, attendance and workplace concerns promptly and effectively.
- Support recruitment, onboarding, training, performance management and staff development.
- Develop staff schedules and proactively ensure appropriate staffing and coverage.
- Build strong team relationships through visible, approachable leadership and consistent follow-through.

Quality, Compliance & Risk Management

- Ensure programs comply with organizational policies, legislation, accreditation requirements and best practices.
- Promote continuous quality improvement and monitor program outcomes and quality indicators.
- Ensure compliance with Health & Safety, Infection Prevention and Control (IPAC), medication management and emergency preparedness requirements.
- Maintain accurate participant records, statistics and reports.
- Support quality initiatives such as GPA, Falls Prevention and Medication Management.

Administration & Relationships

- Support budget planning, monitor expenditures and ensure responsible use of resources.
- Prepare reports and provide operational updates to the Senior Day Program Manager.
- Build positive relationships with participants, families, community partners and service providers.
- Collaborate with internal teams to support coordinated service delivery.
- Participate in committees, organizational initiatives and policy development as required.

Qualifications

Education & Experience

- University degree or college diploma in Health Sciences, Recreation, Gerontology, Social Services, Health Administration or a related field.
- Minimum 5 years of experience working with individuals living with dementia.
- Minimum 3 years of progressive people leadership experience, with demonstrated accountability for employee performance and development.
- Experience successfully leading multidisciplinary teams in a healthcare, community or social services environment.
- Experience with program planning, implementation and evaluation.

Knowledge & Skills

- Strong knowledge of dementia and person-centred dementia care.
- Demonstrated ability to lead, coach and develop employees, set clear expectations and hold team members accountable.
- Sound judgment and confidence in addressing performance, attendance, conflict and other people-related matters.
- Well developed organizational, planning and problem-solving abilities.
- Effective communication, interpersonal, relationship building and conflict resolution skills.
- Ability to manage competing priorities and respond effectively to changing situations.
- Proficiency with Microsoft Office and electronic documentation systems.
- Commitment to quality improvement, accessibility, diversity, equity and inclusion.

Required Certifications

- Gentle Persuasive Approaches (GPA) certification.
- Standard First Aid & CPR.
- Food Handler Certification.
- Valid Vulnerable Sector Screening.

What We're Looking For

We are looking for a leader who:

- Is passionate about supporting people living with dementia and their families.
- Leads with empathy, professionalism and accountability.
- Builds strong, collaborative teams.
- Is comfortable making decisions and managing day-to-day operational challenges.
- Values continuous improvement and high-quality client service.

- Demonstrates a strong commitment to inclusion, accessibility and respectful workplace practices.

Working Conditions

- Primarily an in-person role at the Thornhill Day Centre.
- Regular interaction with participants, families, staff, volunteers and community partners.
- Extended periods of computer and desk work.
- Occasional travel to other AS York locations may be required.

Qualified applicants are invited to submit a cover letter and resume, **by September 11th, 2026,** to careers@alzheimer-york.com **Please include, Program Manager,** in the subject line.

Transparency matters to us. While this role has a broader established salary band, the target hiring rate for this position is $33–$35/per hour. Compensation is determined based on a variety of factors, including relevant experience, skills, knowledge, and applicable certifications, and reflects what we reasonably expect to offer for this hire based on current market data. Applications will be reviewed as they are received and therefore early submission is encouraged. We thank all candidates for their interest, however, only candidates invited for an interview will be contacted.

Commitment to Equitable Recruitment

The Alzheimer Society of York Region recognizes the value and dignity of each individual and ensures everyone has genuine, open, and unhindered access to employment opportunities, free from any barriers, systemic or otherwise. We are dedicated to building a diverse and inclusive work environment, where the rights of all individuals and groups are protected and all members feel safe, respected, empowered, and valued for their contributions.

Our values are the guideposts we use for decision-making of all kinds. We believe that this will guide the organization toward a place of inclusion for all - where equity and access to essential supports and services becomes the reality.

We are committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA. The Alzheimer Society of York Region welcomes those who have demonstrated a commitment to upholding the values of equity and social justice and we encourage applications from First Nations, Inuit and Métis, Indigenous Peoples of North America, Black and persons of colour, persons with disabilities, people living with dementia, care partners and those who identify as LGBTQ2S+.

If you require accommodation in order to participate in the recruitment process, please contact us at 905- 726-3477. Accommodation will be provided in accordance with Ontario's Human Rights Code.