

## Job Description

(For Positions in UNIFOR Local 5555, Unit 1)

- *Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

JD #:	<b>JD01075</b>	Pay Grade:	<b>10</b>
JD Title:	<b>Program Manager</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Program</b>		

### General Description

Responsible for managing a program within a unit or a department. Implements and manages program activities and facilitates ongoing program development and evaluation. Responsible for the overall quality of program services and responding to evaluation data to make ongoing program improvements. Participates in critical appraisal of research related to assessing the needs of the program. Responsible for managing the program budget and forecasting projected resource needs. Deals with stakeholders and participants on a provincial and national basis.

### Representative Duties & Responsibilities

- Analyzes current program operations and identifies areas for process improvement and develops implementation plans.
- Oversees the marketing, research and training aspects of the program, including implementing a national marketing, recruitment and application process for the program. Coordinates training workshops involving participants both internal and external to the University.
- Develops and implements knowledge transfer strategies and writes a variety of communication and information dissemination documents and correspondence such as newsletters, bulletins, and reports.
- Develops the content of documents used for administrative purposes such as application packages, acceptance letters, policies and procedures for the program.
- Proofreads and edits dissemination materials and data.
- Designs search strategies and conducts literature searches by performing keyword driven searches of electronic databases and manual searches of key journals. Critically appraises published research according to evidence based principles. Summarizes research findings by authoring research abstracts and sections of manuscripts. Creates poster presentations for national and international conferences.
- Participates in research and scholarly activities related to assessing the needs and conducting evaluations of the program through data collection, critical appraisal and statistical analysis, and the dissemination of results to stakeholders and funding agencies.
- Maintains and updates the program's website content and contact management database. Tracks and monitors program participation rates.
- Maintains a literature and bibliographic database for internal retrieval and external requests.
- Stays abreast of new research, methodology and critical appraisal techniques, and software releases for data analysis software. Attends training sessions and collaborates with database consultants. Requests information and initiate inquiries with national organizations and stakeholders.
- Acts as a liaison between stakeholders locally, provincially and nationally by coordinating the activities of an advisory board or steering committee.
- Coordinates and facilitates workshops and organizes strategic planning sessions.
- Negotiates external services with suppliers and contractors by obtaining and collecting quotes from multiple suppliers, and then negotiates for the best combination of price and timeline.
- Manages budget to ensure cost for program is on track, adjusts budget forecasts to accommodate unforeseen expenses. Develops project budgets by summarizing financial reports and monitors expenditures while meeting requirements that may be defined by funding agency or program sponsor.
- Ensures ethical conduct of program activities and the confidentiality of program participants.
- Adapts to changes in funding availability or changing stipulation of granting agency or funder.

## Representative Duties & Responsibilities

- Communicates with staff, project teams, participants and decision makers via email, phone and in person.
- Gains cooperation of program partners and engagement of program participants.
- Responds to complaints and resolves issues regarding the program.
- Uses teleconferencing and video conference equipment.

## Supervision

- Organizes and provides training and orientation to new program staff.
- Supervises and directs the activities of 1 to 4 program personnel.
- May assign work to external consultants and temporary staff.

## Qualifications

- Master's degree in relevant field.
- Requires 4 years of relevant experience, including one year of supervisory experience.

## Effort

### Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to word process emails, letters, and reports, and to conduct web searches.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
  - Word processes routine documents such as correspondence and forms.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Writing meeting notes and minutes.
  - Populating templates and inputting information into bibliographic or contact management databases.
  - Researching current articles and literature related to program topics.
  - Interviewing program participants to receive feedback regarding the program.
- A typical work day consists of up to 3 hours of high mental effort for activities such as:
  - Scrutinizing data for errors and research materials prior to dissemination.
  - Developing and implementing program goals and objectives.
  - Facilitating meetings with program partners, stakeholders, advisory committees or program chair.
  - Critically appraising research literature for inclusion in program materials and use in developing strategies for program design and enhancements.

## Working Conditions

### Physical Environment:

- No adverse physical elements are inherent to this position.

### Psychological Environment:

- Occasionally interacts with clients who may be rude or upset.
- Frequently deals with competing requests from multiple sources such as program chair or various stakeholders and multiple deadlines to meet changing program priorities and activities.

### Health & Safety:

- Risk to the incumbent is no higher than for the general population.