



Program Administrator - Complex Care - Job Posting

Position Title: Program Administrator

Program Area: Complex Care

Position Type: Full-time (Up to 37.5 hours per week)

Starting Wage: \$29-\$32 per hour

Posting Summary:

Pivot Point's Complex Care Program offers highly responsive, individualized services to children and youth with significant behavioural, emotional, and developmental needs; often shaped by trauma and requiring intensive support.

The **Complex Care Program Administrator** ensures effective management of this specialized Program Area, overseeing contracts, finances, and compliance while fostering collaboration. This role drives program excellence through efficient administration, stakeholder engagement, and alignment with Pivot Point's vision and mission.

Are YOU skilled in administrative oversight, ensuring services operate smoothly within program parameters, meeting contractual and regulatory requirements?

Do YOU excel in financial management and possess a knack for tracking expenditures, budgets, and reports?

Are YOU a natural communicator and liaison capable of bridging gaps between stakeholders and teams?

Do YOU possess strong problem-solving and process-improvement skills?

Are YOU data-driven and capable of providing insights for strategic decision-making?

Duties and Responsibilities:

1. **Contract and Compliance Management** - Ensure adherence to contractual obligations, program requirements, and regulatory standards while maintaining detailed records of service contracts and amendments.
2. **Financial Oversight** - Conduct accurate fund accounting, monitor expenditures, and prepare financial reports for audits and internal reviews, ensuring budget alignment.
3. **Performance and Quality Assurance** - Collaborate with the Quality Assurance Manager to monitor program performance, ensure CARF compliance, and identify opportunities for process and financial improvements.

4. **Stakeholder Coordination** - Act as a liaison between funders, service providers, and internal teams to clarify obligations, address challenges, and support service implementation.
5. **Data Analysis and Reporting** - Analyze service performance metrics, such as budget utilization, and provide actionable insights to optimize program administration and effectiveness.
6. **Administrative Tools and Best Practices** - Develop tools and templates for efficient tracking and reporting, staying current with best practices to improve service and fund management.

Qualifications and Experience:

- Post-secondary education in a related area of study such as Business Administration, Accounting, Financial Management, Social Services, Contract Management, or a similar field (Bachelor's degree preferred or equivalent combination of education and experience).
- Demonstrate Pivot Point's guiding values, positive attitude, strong work ethic, and commitment to confidentiality, ethical resource allocation, and process improvement.
- Exhibit clear and professional verbal and written communication skills in English, with the ability to work independently and as part of multidisciplinary teams, fostering strong relationships with stakeholders.
- Expertise in contract management, fund accounting, budgeting, financial and contract-level reporting, with knowledge of laws and standards for publicly funded programs. Experience with MCFD or other government contracts is an asset.
- Expertise in preparing for and supporting audits and financial statements (Unearned revenue, etc.)
- Proficient in financial management software, Google Suite, and internal systems for tracking, data analysis, and reporting, ensuring accuracy and compliance.
- Navigate fast-paced, dynamic environments, addressing compliance and operational challenges with strong critical thinking and problem-solving skills.
- Manage multiple contracts, deadlines, and priorities efficiently, maintaining exceptional attention to detail in record-keeping and administrative processes.

Working Conditions:

- This is primarily a remote / work-from-home role with occasional travel to program sites (less than once per month) throughout the year.

Why join the Pivot Point team?

Pivot Point specializes in ***intensive therapeutic interventions*** for children, teens and adults with Autism and other diverse abilities. This might be YOUR opportunity to join a comprehensive clinical and administrative team in your community, so you can move YOUR career to the next level.

If you have a passion for helping individuals with diverse abilities and highly complex care needs, join Pivot Point so we can work together to create positive change!

To apply, please visit <http://pivotpoint.ca/apply-now> to upload your resume and submit an application.