



*A progressive city of 187,800 people located just a short 30-minute drive from Toronto, the **City of Oshawa** is one of Canada's fastest growing communities that is exceptionally positioned to live, work, learn and invest. Its strategic pursuit of sustainable growth, excellent community service delivery and cooperative partnerships have enhanced its quality of life advantage, while maintaining a strong commitment to financial stewardship.*

Vacancy: Regular Full-Time Manager, Community Support Services

Job ID: J0726-0267

Location: Oshawa Senior Community Centres 55+ (OSCC 55+)

Posting Start Date: 2026/07/17

Posting End Date: 2026/08/07 by 4:30p.m.

Employment Group: EXM

Salary Grade: Q – \$120,647 – \$141,936 per annum

Standard Weekly Hours of Work: 36.25

Shift Work Required: No

Reporting to the Executive Director, Oshawa Senior Community Centres, the Manager, Community Support Services oversees the delivery of Community Support Services programs and volunteer services to the clients of the Oshawa Senior Community Centres 55+ (OSCC 55+).

The Manager, Community Support Services, provides leadership and operational support to service teams and community partners, promoting OSCC 55+ services through collaboration, information sharing, and participation in meetings and training.

Responsibilities:

- Oversee the planning, implementation, delivery, and continuous improvement of community support service programs, including the Adult Day Program, foot care, transportation, peer mentoring, meal services, physiotherapy, exercise and fall prevention, information seminars, wellness clinics, and volunteer services
- Monitor service operations to ensure compliance with applicable legislation, regulatory requirements, and professional standards

- Manage Adult Day Program operations, including scheduling, activity calendars and programming, protocols, and appropriate staff-to-client ratios
- Oversee meal services in branch cafeterias, ensuring food safety compliance, quality standards, and appropriate menu and dietary options
- Manage the foot care program, ensuring audits are completed and infection prevention and control standards are maintained
- Oversee quality assurance activities for wellness and information services by maintaining the community resources database and ensuring contracted health service providers meet contractual obligations and service standards
- Direct transportation services by ensuring appropriate staffing levels, operational efficiency, and compliance with transportation standards
- Lead, mentor, and support employees and volunteers in the effective delivery of community support services
- Manage volunteer services across the OSCC55+ locations
- Build and maintain collaborative relationships with community agencies and partners through networking, liaison activities, and participation in community committees and partnerships
- Support and demonstrate the City of Oshawa core values of Authenticity, Courage, and Trust
- Other duties as assigned

Requirements:

- Completion of a four (4) year university degree in Gerontology, Social Work, Health Sciences, or a related field of study, plus at least seven (7) years of management experience in community support or health services, including oversight of programs and facilities for older adults and clients with complex health conditions. Certification in Nonprofit Volunteer Management is a strong asset. Master's degree is preferred.
- Current First Aid/CPR/AED Certification is required
- Experience working within the requirements of the Ministry of Health Community Support Services legislation, including administering client assessments, managing operational budgets, collecting and analyzing statistical data, preparing work plans and reports, building sustainable community partnerships, and promoting services
- Understanding of the levels and complexities of dementia, with general knowledge of the medical, mental health, and physical conditions affecting older adults
- Highly effective management and leadership skills to provide coaching, supervision, support, and guidance
- Well-developed planning and organizational skills
- Excellent oral and written communication skills to prepare reports and funding proposals, and to communicate effectively with clients, staff, management, volunteers, and other stakeholders
- Proficiency in Microsoft Office is required; experience with relevant software applications (e.g., health databases) is an asset
- Strong knowledge of and experience with:
 - Ministry of Health Home Care and Community Services Act
 - Personal Health Information Protection Act (PHIPA)

- Ontario Health East and Home and Community Support Services
- Resident Assessment Instrument Community-Health Assessment (RAI CHA)
- Integrated Assessment Record (IAR) software
- Ministry of Health Privacy, Consent and Confidentiality
- Coordinated Care Planning
- Regional Public Health Food Safety legislation
- Possession and maintenance of a valid Ontario Driver's Licence in good standing (minimum Class "G"), a driver's abstract with no demerit points, and the ability to pass the Corporation's tests for motor vehicle operation
- Daily access to reliable transportation to travel to the four (4) OSCC 55+ branch sites and various community service locations

As a condition of employment, the City of Oshawa will require successful candidates to provide a Criminal Records Check with Vulnerable Sector Search.

Please be advised that position location as noted is at the time of posting and is subject to change, as required due to operational needs.

We would like to thank all applicants however, please note that only those selected to attend an interview will be contacted and all other applicants will be kept on file. Applicants are advised that written, oral and practical testing may form part of the selection process.

Apply Online: <https://www.oshawa.ca/city-hall/careers/>

Applicants who are currently employed by the City of Oshawa are asked to clearly indicate their status as an internal applicant in their application. Please ensure that you check your email regularly to receive any correspondence.

The City of Oshawa is situated on lands and waters within the Williams Treaties Territory, home to seven First Nation communities of the Michi Saagiig and Chippewa Anishinaabeg, who have cared for and maintained these lands from time immemorial and continue to do so to present day. [Learn more](#)

We are an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code (OHRC). The City of Oshawa promotes the principles of diversity, equity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. The City of Oshawa encourages applications from women, Indigenous Peoples and persons of all cultures, ethnic origins, religions, abilities, ages, sexual orientations, and gender identities and expressions.

The City of Oshawa will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities and/or needs related to the OHRC. If you require an accommodation during the recruitment process or assistance with the application process please contact Human Resource Services. Personal information provided is collected under the authority of The Municipal Freedom of Information and Protection of Privacy Act.