



Regional Manager

We are currently seeking a dynamic people leader to join our team as Regional Manager in **Fredericton N.B.**

Reporting to the Provincial Director of Operations, the Regional Manager provides leadership to all employees working for VIVA in the region. The Regional Manager works collaboratively with the Provincial Director and other Regional Managers to guide teams on meeting clinical and administrative outcomes; additionally, the Regional Manager establishes and maintains positive relationships with the families we serve, and with our community partners. The Regional Manager promotes our vision and values, guides, and monitors service delivery, and manages the day-to-day needs in their region.

The **Fredericton** region consists of approximately 120 employees and serves a growing base of approximately 250 children. The main location for this position is in Fredericton, NB; however, travel to our satellite office in Woodstock is required. Working hours are Monday – Friday between the hours of 8:00am and 5:00pm. Occasionally, time-sensitive issues come up that require after hours attention.

We Offer:

- Competitive salary (\$79,040.00- \$87,360.00 gross annual salary)
- Comprehensive group benefits
- Paid vacation
- Paid personal leave
- Cellphone allowance
- Employee/employer RRSP matching plan
- Travel expenses

Accountabilities

This role will be accountable for:

- **Clinical Service Delivery:** Partnering with the Clinical Team to oversee and enhance clinical services.
- **Team Collaboration:** Working with regional team members to achieve clinical and administrative goals.
- **Quality Assurance:** Implementing and maintaining quality assurance measures to ensure service excellence.
- **Parental Engagement:** Fostering strong relationships with parents and caregivers to support their engagement.
- **Performance Management:** Leading performance management initiatives to support employee development.
- **Leadership:** Creating a positive work environment through integrity and effective leadership.



Key Responsibilities include:

- **Support for Clinical Supervisors:** Providing guidance and operational support to Clinical Supervisors, including attendance and people management.
- **Satellite Office Oversight:** Supporting the operations of satellite offices to ensure seamless service delivery.
- **Data and Outcome Review:** Regularly reviewing data and outcomes, following up with Clinical Supervisor teams to determine opportunities for improvement.
- **Mentorship and Coaching:** Offering mentorship and coaching to supervisors and collaborating with the clinical team to address conflicts and complaints.
- **Frontline Support:** Assisting frontline and clinical team members as needed to ensure high service standards.
- **Collaboration with Early Learning Partners:** Enhancing collaboration with early learning partners to support integrated service delivery.
- **Clinical Monitoring Participation:** Participating in clinical monitoring activities alongside the Provincial Director.
- **HR Collaboration:** Working with HR to address hiring needs and participating in the recruitment process.
- **Operational Oversight:** Managing day-to-day operations to ensure efficiency and effectiveness.

To excel in this role, we expect you will come with:

- Personality that naturally embraces VIVA values of quality, integrity, dignity, diversity, teamwork, and joy for both our employees and our clients
- Ability to work in a high pace environment
- Strong leadership skills
- Strong verbal and written communication skills
- Strong analytical thinking skills and inclination for problem-solving

The ideal candidate will have:

- Post-secondary education or community college certification
- A minimum of five years of experience working in leadership roles
- Training in leadership and management
- Knowledge or willingness to learn about ABA service delivery and the Preschool Autism Program
- Completed a clean criminal record check, vulnerable sector check and Social Development screening within the past five years
- Bilingualism is an asset and may be mandatory in specific regions
- Experience in quality assurance and performance management
- Excellent organizational skills with a focus on operational excellence
- Ability to mentor and coach team members to achieve their full potential
- Strong interpersonal skills with the ability to build and maintain relationships with families, community partners, and team members

If you are interested in joining our team, visit our website to find out more about us:

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358 King Street, Suite 302
Fredericton, NB
E3B 1E3
506 455 0285



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358 Rue King, Suite 302
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<https://www.vivanb.ca/> and/ or visit our YouTube Channel:
<https://www.youtube.com/@VIVATherapeuticServices/videos>

Interested applicants are invited to send a cover letter and resume to: hr@vivanb.ca

Deadline for applications: February 3, 2025

We thank all applicants for your interest; only those selected for an interview will be contacted.