



PLEASE POST IMMEDIATELY

PROGRAM MANAGER

For 39 years, Rose of Sharon Services for Young Mothers has provided free supportive programs and educational services in York Region annually to 300 vulnerable prenatal and parenting youth mothers (14-29 years) while they build greater stability in the lives of their children.

Our programs empower young mothers to embrace their strengths, build parenting skills, increase child development knowledge and develop their personal capacity to overcome barriers. Offered online and on-site in a welcoming, safe and inclusive space - youth parents set goals and work toward building the future they envision for themselves and their children.

JOB OPPORTUNITY

37.5 hours per week, full-time some evenings and weekends.

The Program Manager is responsible for the management and quality assurance of all programs and services provided by the agency, including the training and supervision of all counseling, programs and outreach staff. The Program Manager reports directly to the Executive Director, and is also part of the Senior Management Team, which supports compliance with delivery of services to the fiscal, ethical and legal standards and the core values and mission of the agency.

DUTIES AND RESPONSIBILITIES

Management

- As a member of the management team, participate in the development and implementation of agency wide policies and procedure.
- Lead the strategic and business planning of the agency's various programs and services.
- Work with the Executive Director in the preparation and management of annual programs operational budget.
- Support applications for any special funding or grant requests to support new program initiatives and core funding applications.
- Participate in organizational strategic planning, implementation and evaluation.
- Work with Senior Management team and community partners to grow existing programs and to develop new opportunities for expansion.
- Manage the agency in the absence of the Executive Director.

Supervision

- Determine staffing requirements based on current and future agency needs, recruit, train and mentor staff as required.
- Support and assist staff to acquire and/or maintain the knowledge, skill and judgement for safe performance in the delivery of quality client centered services.
- Ensure high customer satisfaction and high-quality services are provided by appropriately trained and duly certified and licensed staff.
- Responsible for providing strategic direction to staff regarding performance standards and goals.
- Provide case consultation to staff on escalated complex cases.

Program Management

- Assume overall responsibility for oversight, management, quality assurance, process improvement, data management and feedback of the services provided by the agency.
- Oversee Intake and case assignment; meet with counselors to review intakes; monitor wait lists and staff caseloads.
- Identify and implement tools, processes, interventions or infrastructure necessary to ensure success of the various programs and services.
- Develop business plans for new and existing programs which support the agency's goals and vision. Research and develop additional appropriate services for clients in conjunction with the Executive Director, as required.
- Ensure the alignment of service delivery operations with organizational strategy and operational goals, and the measurement of performance.
- Oversee the delivery of programs and ensure they are delivered in accordance with funders requirements.
- Provide strategic and operational leadership to the program team to develop and implement programs and program evaluation.
- Ensure program materials are developed, updated and maintained on an ongoing basis.
- Oversee the maintenance of client records in both agency database and hard copies; assuring accuracy, completeness and compliance with regulations, legal and ethical standards.

Community Involvement

- Positively and professionally represent the agency in the community by participating and collaborating with community partners on various projects and initiatives as requested.
- Network with external sources in the exchange of information through public speaking, providing in-service training, attending conference and symposiums.

Miscellaneous Duties

- Prepare funding reports and proposals for various services provided by the agency.
- Participate on agency committees and special projects as assigned.
- Participate in fundraising activities of the agency.
- Perform other duties as assigned.

QUALIFICATIONS AND SKILLS

- Master's Degree in Social Work or a related discipline is an asset.
- Progressive management experience in a social service setting.
- Minimum of 5 or more years supervision experience is required.
- Demonstrated management and staff development with emphasis on coaching, mentoring and leadership.
- Exceptional leadership, relationship management, facilitation, negotiation and problem-solving skills.
- Superior interpersonal and communication skills.
- Ability to deliver clinical supervision and teaching to staff.
- Sound computer skills.
- A satisfactory Vulnerable Sector Criminal Records check, valid driver's license, access to a reliable vehicle and relevant insurance.
- Able to work flexible hours.

PERSONAL SUITABILITY

- Flexible and cooperative approach to working with others.
- Non-judgmental, positive, and caring attitude with sensitivity to the impact of the social, economic, environmental and cultural issues of our participants.
- Respectful of agency values.

WORKING CONDITIONS

- Some travel will be required to satellite offices, meetings, conferences and seminars.

PHYSICAL REQUIREMENT

- The incumbent will have to spend long hours sitting and using office equipment and computers. The incumbent may also have to do some light lifting of supplies and materials from time to time.

SALARY

Salary range of \$29.50 per hour - \$30.77 per hour

Application Deadline: February 2, 2024

Please forward resumes and cover letters to: dkukulewich@roseofsharon.com by February 2, 2024.

We thank all applicants for their interest. We will contact only those selected for an interview. For more information about Rose of Sharon, please visit our website at www.roseofsharon.com.

Applicants are encouraged to provide a valid email address for communication purposes. Applicants who provide an email address may receive their written correspondence with respect to this job posting directly to the email address provided. As an applicant, it is your responsibility to ensure that you check your email regularly to receive this correspondence.

ROSE OF SHARON IS AN EQUAL OPPORTUNITY EMPLOYER. We encourage people of all races, ethnic origins, religions, abilities, gender identities and sexual orientations to apply. In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. If you are an individual with a disability and you need accommodation in applying for this position, please email us at: dkukulewich@roseofsharon.com and identify the job title in the subject line.