

## **Job Posting**

### **Fontbonne Ministries Program Manager**

#### **The Organization**

Fontbonne Ministries was founded by the Sisters of St. Joseph of Toronto in 2000 to respond to changing societal needs. The organization operates at various locations throughout Toronto, to fulfil its Vision of “Building welcoming, supportive communities and pursuing social change.” As a non-profit community based charitable organization, Fontbonne Ministries offers diverse programming including the provision of affordable housing, outreach to those who are isolated, activities that build community and opportunities to engage in one’s creative side in accepting, inclusive environments. Populations served across the program sites include seniors, vulnerable persons, and people experiencing social isolation.

#### **The Role**

The Program Manager is a frontline management position that is accountable for providing successful oversight of day-to-day operations, supports innovative service development and manages onsite programs in accordance with the mission and values of Fontbonne Ministries.

Current programming is an eclectic mix of services including a focus on food access & security, life skills development and social inclusion, designed to support a neighbourhood that is home to persons living with diverse disabilities including mental health, intellectual and development challenges and who may be economically disadvantaged.

The Manager will be accountable for the supervision of program staff, volunteers and placement students and responsible for cultivating an environment that nurtures community across both internal and external stakeholders.

#### **Key Responsibilities**

- Develop and implement operational program plans according to goals, objectives and performance standards, including the development of quality assurance reviews.
- Provide recommendations on future service delivery needs arising from emerging trends and priorities, identifying funding opportunities when appropriate.
- Oversee all program aspects from staff/volunteer/student management, budgeting and service planning, reporting and community relations for operational success.
- Implement and oversee service improvements resulting from program reviews, evaluation, research, and feedback on outcome measures.
- Implement and support the Director, Community Programs and Partnerships’ efforts for service integration within onsite programming and where applicable across the Fontbonne Ministry service delivery sites.
- Collaborate with internal and external stakeholders to identify service gaps, to meet current and evolving participant needs.
- Accountable for program staff recruitment, orientation, supervision and productivity, coaching and skills development, recognition and rewards, performance evaluation, addressing employee discipline and concerns.
- Identify the number and appropriate skillset of volunteers and students needed for the successful implementation of programs and services.



- Develops an annual program budget; monitor and review the budget on an ongoing basis. Analyze financial/statistical reports on a regular basis, taking remedial action to resolve identified issues and prepares financial reports.
- Facilitates and/or participates in special projects and performs other duties as required.

### **Qualifications**

- A degree or diploma in non-profit social service sector or related field of study.
- Three to five years of supervisory work experience in non-profit social service sector.
- Experience working with seniors and/or vulnerable populations.
- Embodies a collaborative and consultative team player approach, is result-focussed, highly organized, while maintaining excellent time management skills.
- Strong interpersonal skills, including excellent oral, written and presentation abilities.
- An effective problem-solver, with an attention to detail and continuous improvement.
- A critical thinker, with a high level of intellectual curiosity, and openness to change.
- Ability to work with sensitivity and without discrimination towards people of diverse cultures, races/ethnicities, socio-economic positions, ages, religions, genders, physical/mental health challenges/disabilities and sexual orientations.
- Proficiency in computer programs including Microsoft Office.
- Organizational management, human resource training, knowledge of virtual software technologies, and the possession of a valid Ontario Driver's License, including the access to an automobile would all be considered assets.

This role is located in Toronto, and may be required to work across Fontbonne Ministries locations. Reporting to the Director Community Programs and Partnerships, the successful applicant will work on average 35 hours per week, with flexibility to perform occasional evening and weekend responsibilities.

**Please apply in writing by Sunday January 24<sup>th</sup>, 2021 to Neil Fernie, Human Resources  
Resumes faxed to (416) 429-7921 or email to [nfernie@csj-to.ca](mailto:nfernie@csj-to.ca)**

Fontbonne Ministries values inclusivity and diversity in the workplace. We are committed to providing accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation during any stage of the recruitment process, please notify Human Resources [CSJHR@csj-to.ca](mailto:CSJHR@csj-to.ca)

While we thank all applicants, only those selected for an interview will be contacted. Any information obtained during the course of recruitment will be used for employment recruitment purposes only.