



Fontbonne Ministries

SENIOR MANAGER, OPERATIONS

CONTRACT-1 Year

ORGANIZATIONAL OVERVIEW

Fontbonne Ministries is a non-profit community based charitable organization that offers diverse programming in accepting, inclusive environments. Our programming includes the provision of affordable housing, access to food, clothing and hygiene products, wellness services and safe community space to foster connections. Populations served include seniors, vulnerable persons, and people experiencing social isolation.

Fontbonne Ministries was founded in June 2000 by the Sisters of St. Joseph of Toronto to respond to changing societal needs. Sponsorship of Fontbonne Ministries was transferred to Catholic Health Sponsors of Ontario (CHSO) on February 2, 2022.

Position Overview

Reporting to the Executive Director, the Senior Manager, Operations will play a key role in implementing the strategic direction of the organization by providing sound management of its programs and operations. In this role, you will be accountable for oversight and any required change in Fontbonne Ministries programs and services. You are comfortable working in a faith-based environment while providing operational administration and guidance to the program team.

Program Management & Oversight

- Responds to all day-to-day operational issues and service needs.
- Oversees all aspects of program management including budgeting, service delivery, personnel, and evaluation.
- Oversees all human resources and personnel accountabilities including performance appraisals.
- Ensures that all services and program delivery comply with mandatory legislation and regulations.
- Maintains a program evaluation framework, to assess efficiency and effectiveness of service provision.
- Partners with agencies and other organizations to respond to participant emerging service needs.

Program Planning & Development

- Executes strategic priorities, service planning, human resource planning and budget preparation.
- Oversees and supports the development of program plans based on organization's strategic priorities.
- Shares best practices on program integration and coordination for enhanced delivery.
- Collaborates with diverse groups/networks to meet service gaps and advocates for community

needs in alignment with Fontbonne Ministries strategic priorities, mission and values.

- Participates in the development and delivery of proposals to funding organizations, based on emerging needs and opportunities.

Support System Improvements

- Supports and implements organizational systems, policies and procedures that assist with change and growth of programs.
- Interacts with Fontbonne Ministries existing and potential donors and funders through the Development & Community Relations Officer.

EDUCATION

- Master's degree preferred in health or social service administration, or related field.
- Minimum 5-7 years of experience in progressively responsible roles within the non-profit, public service, and/or human services sector

EXPERIENCE

- An experienced leader with team development in the management and supervision of staff, volunteers, and students.
- Experience working effectively in partnership with a broad range of individuals and organizations of diverse backgrounds.
- Solid competencies in developing budgets, monitoring revenues and expenditures.
- Effective interpersonal and management skills, including diplomacy, influencing, and consensus building.
- Commitment to diversity, equity, and inclusion.
- Strong initiative, expert planning, organization, and execution for program delivery and adaptability.
- Excellent oral and written communication skills.
- Proficiency in computer programs including Microsoft Office, and other online software applications

WORKING CONDITIONS

- Full time position that is onsite.
- Comfortable working in a faith-based environment.
- Must comply with organizational COVID-19 safety protocols and all related policies including mandatory Vaccination Policy.

TO APPLY

Please send your CV and cover letter in one pdf document to [hiring@fontbonneministries.ca](mailto: hiring@fontbonneministries.ca) noting "Senior Manager, Operations" on the subject line.

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 note that in your email to [hiring@fontbonneministries.ca](mailto: hiring@fontbonneministries.ca)

While we thank all applicants, only those selected for an interview will be contacted