

SENIOR MANAGER OF PROGRAMS

ORGANIZATIONAL OVERVIEW

Fontbonne Ministries is a non-profit community based charitable organization that offers diverse programming in an accepting, inclusive environment. 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) in 2022.

POSITION OVERVIEW

Reporting to the Executive Director, the Senior Manager of Programs will play a key leadership role within Fontbonne Ministries, responsible for overseeing, developing, and implementing a portfolio of programs and services that align with the organization's mission and values. This role requires a visionary and strategic thinker who can lead a team to deliver high-impact services to individuals in need. The Senior Manager of Programs will play a pivotal role in ensuring the continued growth and success of Fontbonne Ministries' programs.

AREAS OF ACCOUNTABILITY

Acting in accordance with Fontbonne Ministries, mission, vision, values and policies in all dealings.

Program Development and Strategy:

- Collaborate with the Executive Director to develop and refine the organization's program strategy.
- Identify new opportunities for program expansion and development to meet the evolving needs of the community.
- Ensure that all programs align with the organization's mission, values, and strategic goals.
- Participates in the development and delivery of proposals to funding organizations, based on emerging needs and opportunities.

Program Management:

- Oversee the day-to-day operations of Fontbonne Ministries' programs, ensuring they are delivered effectively and efficiently.
- Monitor program budgets, track expenses, and ensure responsible financial management.
- Evaluate program outcomes and impact, making data-driven decisions for improvement.
- Ensures the right mix of personnel for the delivery quality and safe programming.

Team Leadership:

- Lead a diverse team of staff, volunteers and students providing them mentorship, guidance, and support.
- Foster a collaborative and inclusive team culture that encourages innovation and excellence.
- Conduct regular performance evaluations and provide feedback to team members.

Community Engagement:

- Build and maintain strong relationships with community partners, stakeholders, and donors.
- Represent Fontbonne Ministries at community events and meetings to promote the organization's work and mission.
- Seek out and cultivate new partnerships to enhance program offerings.

Quality Assurance and Compliance:

- Ensure that all programs adhere to relevant and mandatory regulations and best practices.
- Implement quality assurance processes to continually improve program delivery and outcomes.
- Develop and maintain program policies and procedures.

Reporting and Documentation:

- Prepare regular reports for the Executive Director and the Board of Directors on program performance, impact, and outcomes.
- Maintain accurate program records, including participant data and program statistics.

EDUCATION/SKILLS

- Bachelor's degree in a related field (Master's degree preferred).
- First Aid/Level C CPR Certificate (or willingness to obtain) an asset.
- De-Escalation Training or CPI Training an asset.

EXPERIENCE

- Minimum of 5 years of experience in program management and leadership, preferably in a non-profit or community service organization.
- Experience working with individuals who are precariously housed or homeless, and persons living with complex behaviours including mental health and substance using issues: or a combined equivalent of education and experience.

QUALIFICATIONS

- Demonstrates knowledge of anti-racism/anti-oppression approaches.
- Strong understanding of social services, community development, and non-profit operations.
- Excellent interpersonal and communication skills.
- Proven ability to lead and inspire a team; leads by example.
- Excellent organizational and time management skills focused and able to prioritize a busy workload.
- Strong problem-solving skills and attention to detail.
- Proficiency in the use of computers and various software applications including Microsoft Office.

ATTRIBUTES

- Versatile/adaptable
- Shows initiative
- Kind/caring
- Creative
- Conscientious
- Problem solver/analytical skills
- Strategic mindset

WORKING CONDITIONS

- Comfortable working in a faith-based environment
- May require bending and lifting intermittently
- Some evening and weekend availability may be required
- May require flexibility in working locations and working remotely
- 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, Programs” 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.