



PROGRAM MANAGER

Full-time (35 hours per week)

SALARY RANGE \$65,000- \$75,000
AND HOOPP (HEALTHCARE OF ONTARIO PENSION PLAN)

ORGANIZATIONAL OVERVIEW

Fontbonne Ministries is a non-profit, community-based charitable organization that offers diverse programming in an accepting, inclusive environment. Our services include the provision of affordable housing, access to food, clothing and hygiene products, wellness services and shared community space to foster connections. Populations served include primarily vulnerable persons, as well as seniors, 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

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 at the 791 Queen Street East site, located in South Riverdale, east Toronto. It is a mixed neighbourhood that is home to many persons living with diverse disabilities including mental health, intellectual and development challenges and who are economically disadvantaged. Current programming is an eclectic mix of services including a focus on food access & security, housing and social inclusion. The Manager will be accountable for the supervision of service personnel, and leading a team to deliver high-impact quality programming.

AREAS OF ACCOUNTABILITY

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

Program Planning and Development

- Develop and implement with staff operational program workplans according to goals, objectives and performance standards.
- Participate in the development of quality assurance measures and processes to continually improve program delivery and outcomes.
- Ensure that all programs adhere to relevant and mandatory regulations and best practices.
- Provide recommendations on future service delivery needs arising from emerging trends and priorities to meet current participant needs.

Program Management

- Implement and oversee service improvements resulting from program reviews, evaluation, research, and feedback on outcome measures.
- Determine opportunities for improvement of key metrics and execute action plans to achieve results.
- Maintain accurate program records, including participant data and program statistics.
- Prepare regular reports for the Director of Programs & Operations on program performance, impact, and outcomes.
- Assess program/service liability and execute appropriate interventions to eliminate/minimize risks.
- Initiate opportunities for service integration across internal programming.

Human Resources & Relationship Management

- Provide day-to-day oversight of service personnel including staff, volunteers and students.
- Accountable for program staff supervision and productivity, coaching and skills development, and performance evaluation.
- Responsible for identifying the number and appropriate skillset of personnel including staff, volunteers and students needed for the successful implementation of programs.

Financial Management and Accountability

- Collaborate with Director of Programs & Operations to identify budget requirements and develop an annual program budget.
- Work with staff to understand their program budget; monitor and review the budget on an ongoing basis to ensure that actual expenditures come in on target.
- Reconcile variances from approved plan, taking remedial action to attain budgeted targets and mitigate run rates.

Other Responsibilities

- Facilitates and/or participates in special projects and performs other duties as required.

EDUCATION

- Degree or diploma in non-profit social service sector or related field of study.
- 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, 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 coach, and lead professional development training.
- 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

TO APPLY

Please send your CV and cover letter in one PDF document to [hiring@fontbonneministries.ca](mailto: hiring@fontbonneministries.ca), noting **“Program Manager”** 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.