



Fontbonne Ministries

Program Manager

JOB DESCRIPTION

FULL TIME, REGULAR POSITION-35 hours per week

SALARY RANGE: \$70,000 – \$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

Reporting to the Director, Programs & Operations, and working in partnership with the Recreation Manager & Instructor, and the Associate Manager of Community Engagement, the Program Manager will hold a crucial onsite frontline management role, overseeing day-to-day operations and driving innovative service development within the Drop-In, Food Services, and Clothing and Hygiene programming (Mustard Seed Program). This role will be responsible for supervising service personnel and leading a team to deliver impactful, high-quality programming, while ensuring all activities align with Fontbonne Ministries mission, vision and core values.



AREAS OF ACCOUNTABILITY

Accountable for:

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

Program Planning and Development

- Collaborate with staff to develop and implement operational program workplans aligned with organizational goals, objectives, and performance standards.
- Participate in the design and implementation of quality assurance measures and processes to continuously enhance program delivery and outcomes.
- Ensure that all programs adhere to relevant regulations, best practices, and industry standards.
- Provide strategic recommendations based on emerging trends and participant needs to shape future service delivery.

Program Management

- Implement and oversee service improvements resulting from program reviews, evaluation, research, and feedback on outcome measures.
- Identify opportunities for improvement of key metrics and execute action plans to achieve results.
- Maintain accurate program records, including participant data and program statistics.
- Assess program/service liability and execute appropriate interventions to eliminate/minimize risks.
- Initiate opportunities for service integration across internal programming.

Supervision & Leadership

- Develop scheduling and provide day-to-day oversight of service personnel including employees, volunteers and students.
- Foster a positive and collaborative team environment.
- Provide mentorship and professional development opportunities for team members.

Volunteer & Student Engagement

- Support learning and growth opportunities for volunteers and students involved in the programming.
- Address behavioral issues and conflicts that may arise between volunteers and/or students.
- Oversee volunteer and/or student performance.



Administration

- Maintain accurate records of engagement activities and outcomes.
- Respond to all program inquiries.
- Assist with tracking program metrics for reporting purposes.
- Prepare and monitor the program budget; review financial transactions.
- Provide content for the organization's social media platforms, newsletters, annual report, and other communication vehicles.
- Participate actively in organizational training sessions, planning sessions, and employee meetings.
- Complete reporting requirements as requested by the Director of Programs & Operations.

Other Responsibilities

- Facilitate and/or participate in special projects and performs other duties as required.
- Ensure compliance with health, safety, and regulatory requirements.
- Provide backup to other Managers during periods of vacation, illness, or other absences

EDUCATION

- Degree in non-profit social service sector, food services or culinary sciences.
- First Aid/Level C CPR Certificate (or willingness to obtain) an asset.
- De-Escalation Training or CPI Training an asset.

EXPERIENCE

- Minimum of 4 years of experience in program management, preferably in a non-profit or community service organization.
- 8+ years of experience working with the organization's priority populations including but not limited to seniors and/or vulnerable communities is an asset.
- Experience working in a Social Services Food Program or Kitchen is an asset.



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 submit your applications here: <https://charityvillage.com/jobs/program-manager-in-toronto-ontario-ca-2/>

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 hr@fontbonneministries.ca. While we thank all applicants, only those selected for an interview will be contacted.