



Fontbonne Ministries

PROGRAM MANAGER

Full-time (35 hours per week)

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 holds a crucial onsite frontline management role, overseeing day-to-day operations and driving innovative service development at the 791 Queen Street East site. Situated in a diverse neighborhood, this location serves individuals facing various disabilities, including mental health, intellectual, and developmental challenges, as well as economic disadvantages. The current program offerings cover a wide range of services, with a particular focus on food access, security, housing, and social inclusion. As the Manager, you'll 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.

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.

- 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

COMPENSATION

\$65,500-\$75,000 plus generous benefits package and pension plan.

This position offers a competitive salary and attractive compensation package benchmarked to sector standards.

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.