

JOB DESCRIPTION

Community and Family Supports Manager

The Community and Family Supports Manager (CFSM) is responsible for the successful leadership, management and administration of the settlement programs as outlined below and their undertakings according to the strategic direction set by the Executive Director and the Board of Directors. The program manager will also collaborate with other settlement departments to facilitate the sharing of knowledge and information between staff and students. The success of their programs will be the responsibility of the program manager.

Programs Include: Settlement Workers in Schools (SWIS), Community Connections, and HIPPY

The CFSM reports directly to the Executive Director and works alongside the Management Team to ensure quality and seamless service for clients.

Primary Duties & Responsibilities

- Oversee program operations, ensure on-going improvements to service delivery processes as per the deliverables outlined in funding contribution agreements
- Determine staffing requirements, recruiting, interviewing and selecting staff for programs under your management
- Responsible for training, leading/coaching , evaluation, and discipline (when necessary) of program staff
- Manage staff caseloads by implementing and coordinating a client service system which includes intake, assessment, plan development, referrals, development of community programming, events, and after school programming
- Approve all PTO, banked time, and on call schedules for direct reports, while ensuring that staffing levels are sufficient for organizational needs
- Ensure staff wellness when dealing with difficult caseloads with support and advice
- Coordinate professional development opportunities for program staff
- Investigate client complaints and meet with them to address issues that need to be elevated beyond the teams' scope
- Research, write, and submit appropriate grant proposals for the program areas, ensure proper reporting has been done, and it has been approved by the Executive Director
- Ensure regular reports are submitted when due to Executive Director and funder
- Prepare elements of funding proposals in regards to activities, deliverables, and outcomes
- Responsible for cash-flow of the programs managed according to an approved budget determined by the Executive Director
- Assist in drafting new and reviewing existing policies and procedures that pertain to programs and staff
- Attend meetings and sit on committees as related to the deliverables of the contribution agreements and/or in the best interest of the programs

- Collaboration with other MJMC department managers to achieve consistent, client driven, and collective program delivery, as well as partnership options
- Seek to establish and enhance professional partnerships with organizations who complement MJMC's services and programming
- Organize regular team meetings, ensuring that records and minutes are submitted/distributed to appropriate personnel
- Act as a professional advisor to the Executive Director on all aspects and impacts of departmental activities
- Other duties as outlined by the Executive Director

Qualifications

- Bachelor's degree or diploma in social sciences, commerce, business, or a related field
- At least 2 years' experience in a management or leadership type role
- Experience in proposal writing, program development, planning, implementation and evaluation, staff supervision, leadership and training, as well as performance management
- Experience working with vulnerable populations and people who face multiple barriers
- Extensive knowledge of the settlement and integration process for both refugees and economic immigrants
- Knowledge of leadership and management principles and practices as they relate to non-profit organizations
- Ability to make informed and objective decisions
- Working knowledge of regulations such as: labour standards, human rights, occupational health and safety, privacy and confidentiality
- Good understanding of current community challenges and opportunities relating to the vision and mission of the organization
- Working knowledge of human resources, financial management and project management
- Ability to handle, at times, high degrees of stress
- Demonstrated ability to establish and maintain professional relationships
- Ability to work flexible hours as required
- Excellent organizational and communication skills
- Clear Criminal Record with a Vulnerable Sector check
- Valid Driver's licence with reliable transportation

Work Conditions

- Full-time – 37.5 hours/wk.
- Regular work schedule Monday-Friday 8:00AM-4:30PM
 - Possibility for some evening and weekend work