



JOB DESCRIPTION

JOB TITLE:	Program Manager
AGENCY PROGRAMS:	Housing Resource Centre (HRC), Credit Counselling Services (CCS), Community Service Orders (CSO)
JOB CLASSIFICATION:	Manager I
SUPERVISOR:	Executive Director

POSITION SUMMARY:

Responsible to lead and manage the HRC, CCS, and CSO programs (George St. programs), including developing and managing programs to meet community needs, seeking and managing funding sources and partnerships, integrating services to best meet client needs, representing the managed programs and the agency in the community, marketing and managing programs to the community, and developing and supervising a cohesive staff team.

HOURS: 35 hours / week

SALARY: As negotiated with the Executive Director within approved salary range.

QUALIFICATIONS:

- M.S.W. or equivalent
- Registration with appropriate College, if applicable
- Minimum of five years' experience with related community programs
- Minimum of five years management experience preferred
- Sound knowledge of and proven experience in program development, management and staff supervision
- Sound knowledge of and proven experience in program integration, innovation and community engagement processes
- Knowledge of policies and legislation related to credit management, housing and homelessness and community-based criminal justice
- Experience with coordinated case-management systems
- A proven commitment to implement anti-oppression approaches and diversity in community programs
- A proven commitment in addressing social justice issues
- Knowledge of Peterborough City and County demographics, needs and services
- Proven management and team-building skills
- Excellent oral and written communication skills and interpersonal skills
- Excellent problem solving skills
- A proven ability to work independently and in a team
- Proven time management skills including ability to manage multiple projects and tasks with deadlines



- Advanced computer skills including Windows, email, internet, social media and web-based applications; MS Office suite including Word and Excel; and, competence in managing data bases.

MAJOR DUTIES:

- Provide leadership and vision so that the HRC, CCS and CSO programs are responsive to community needs and promote the agency vision, mission, values and strategic plans
- Identify potential funding sources, prepare proposals, funding reports (in partnership with the Finance Manager), and service plans, and maintain positive relationships with funders so that the programs managed are well resourced
- Represent the HRC, CCS and CSO programs and the agency in the community at public forums and community committees
- Promote the HRC, CCS and CSO programs throughout Peterborough City and County
- Lead the HRC, CCS and CSO programs in an annual strategic process to develop an Operational Plan as part of the agency-wide plan
- Maintain all accreditation standards within the programs managed
- Provide leadership and management to HRC, CCS and CSO programs
- Manage staff in the George St. team including enhancing team integration and offering staff development opportunities, regular team meetings and annual performance appraisals
- Recruit and supervise placement students and program volunteers
- Ensure that all case files are maintained; be responsible for file closures
- Advocate on behalf of clients and on issues related to client well-being
- Prepare and monitor budgets for all program areas in consultation with Manager of Finance and Administration
- Compile, analyze and distribute reports on program activities and identify and publicize emerging needs
- Contribute to agency-wide activities including as staff lead on committees and through involvement in management team and staff meetings
- Adhere to agency and program policies as outlined in Policies and Procedures and Program Manuals
- Assist in managing physical resources and equipment for managed programs
- Advise the Executive Director and the Board of program issues and trends
- Work in consultation with the Executive Director
- Other duties as assigned

Revised by: _____ Date: February 6, 2019

Approved by: Casey Ready
Executive Director

Date: February 6, 2019