



PROGRAM MANAGER JOB DESCRIPTION

The Native Women's Resource Centre of Toronto (NWRCT) is a community-based organization dedicated to providing resources and support to urban Indigenous women and their families. NWRCT delivers culturally relevant programs and services that empower and build the collective capacity and self-sufficiency of Indigenous women.

As part of the NWRCT team, the Program Manager, will be responsible for braiding together the programs at NWRCT which seek to meet the urgent need for culturally informed interventions and preventative strategies that address the high incidences of violence, homelessness, poverty and trauma that Indigenous women and their families face in the Greater Toronto Area (GTA).

QUALIFICATIONS

- Post-secondary diploma/degree in social work, Indigenous studies, or women's studies with a minimum of three (3) years' work experience
- Must possess strong written and verbal communication skills
- Facilitation skills are an asset
- Strong organizational/time management skills with an ability to plan ahead, define measureable objective, outcomes and meet timelines
- Experience working with Indigenous Peoples and Communities is preferred
- Knowledge of Indigenous cultures, traditions, and family dynamics is preferred
- Knowledge of and established relationships with other service agencies, ability to network and create/maintain these relationships
- Proven analytical and problem solving skills
- Working knowledge of MS Office, internet, and general office equipment
- Current Police Record Check and Vulnerable Sector Screening are required
- First Aid/CPR certifications are an asset

RESPONSIBILITIES

- Implement, coordinate and oversee NWRCT programs to effectively meet client needs
- Implement culturally informed interventions and preventative strategies that address the high incidences of violence, homelessness, poverty, and trauma that Indigenous women and their families face in the Greater Toronto Area (GTA)
- Create, monitor and align daily programming schedules

- Oversee center's daily operations including but not limited to, maintenance, health and safety, risk management, crisis interventions and visitor needs
- Oversee NWRCT Program Staff to ensure work plan activities are completed and statistics are achieved and measured objectively
- Develop solutions to program challenges and seek direction from the Executive Director as required
- Manage funding budgets while meeting reporting deadlines and funder requirements
- Provide guidance to Program Leads for program coordination, delivery and evaluation
- Continuously streamline internal processes to effectively manage data, staff and programs
- Develop, implement, coordinate and monitor an effective program evaluation tool
- Analyze client evaluations to modify programming, activities and work plans, if needed
- Compile, analyze and report accurate programming statistics
- Take responsibility to increase sensitivity, awareness, and implementation of cultural teachings and organizational practices in a professional manner
- Support and work towards the overall aims and objectives of the NWRCT
- Empower women to articulate their needs and goals, to advocate for themselves
- Ability to work as a team and within the organization framework including staff meetings, professional development opportunities, case management, team building, and self-care
- Carry out other duties which may be necessary from time to time, as required

ADMINISTRATIVE DUTIES

- Complete reports monthly, quarterly, and annually, e.g. programming, statistics, evaluations and operational briefings, and submit to Executive Director on or before due date
- Maintain accurate and current records
- Direct oversight, training, and management of program staff and functions
- Complete employee evaluations and implement professional development opportunities
- Knowledge of stakeholders and other agencies with the ability to network and create/maintain these relationships
- Contributes collaboratively to the management team to build and grow the capacity of NWRCT

STANDARDS OF PERFORMANCE

- Adhere to policies, procedures and best practice as set by the NWRCT, and applicable funder mandated policies and procedures
- Ability to create and maintain a confidential, welcoming, friendly and safe environment

*The **Program Manager** will be directly accountable to the Executive Director and/or Board or designate for the proper completion of the functions outlined in the job description.*

Please provide a cover letter and resume to:
Pamela Hart at ed@nwrct.ca
Executive Director

POSITION AVAILABLE UNTIL AUGUST 24TH 2018 AT 12:00PM