JohnHoward
SOCIETY OF WATERLOO-WELLINGTON

March 5, 2018

Internal/External Job Posting

PROGRAM MANAGER

Applications are being accepted for a full time permanent (35 hours per week) Program Manager based at our Cambridge office with coverage to our Guelph and Kitchener offices. Reporting to the Executive Director, this position oversees employment programs, school based programs, and youth justice programs across our three offices and works closely with the other Program Manager to provide cross coverage for adult services (e.g., diversion, Partner Assault Response). Much of the work is done within Waterloo Region and Guelph/Wellington County, however, occasional travel outside of our catchment area is required. A driver's license, reliable vehicle, and insurance are required for the position.

Major duties include but are not limited to the following:

- Program Administration – Responsible for the efficient operation of programs and services including monitoring and reporting on program budgets, service targets, and the timely preparation and submission of reports to funders.
- Budget Preparation, Management and Analysis – Responsible for budgets and financial plans related to programs and personnel.
- Program/Proposal Development and Evaluation - Responsible for ensuring that programs provide consistent and effective service and that new programs and funding proposals are developed as client/community needs are identified and funding opportunities arise.
- Human Resource Management – Responsible for staff supervision and coaching. Experience managing in a unionized environment is an asset.
- Community Relations and Partnerships – Responsible for developing and maintaining strong community links and partnerships with community partners, funders and other stakeholders.

The following are essential skills, abilities and requirements for this position:

- A Master's degree in the social, health or allied health sciences or social work is required combined with a minimum of three years of management experience. Member in good standing of a college/regulatory body or eligibility for registration preferred.
- Experience in supervising staff and knowledge of human resource management principles and practices, managing diverse areas of responsibility, funding proposal preparation, program planning, and program evaluation; and demonstrated knowledge of budget preparation/analysis and operational policy development.
- Highly developed analytical and conceptual thinking; demonstrated superior communication (oral and written), organizational/time management, leadership and initiative; experience in liaising with justice sector stakeholders and community partners; experience in working effectively as part of a management team and interacting with people at all levels of an organization.
- An understanding of legal duty to report under the *Child and Family Services Act* and an understanding of systemic barriers (e.g., poverty, homelessness, substance use, etc.), as well as community crime prevention principles, community corrections and relevant legislation, best

practices in the area of rehabilitation and restorative justice, best practices in employment and vocational rehabilitation, and best practices in domestic/family violence interventions.

- Excellent project management, report writing, presentation and analytical and organizational skills including time management and planning; ability to make efficient and sound decisions for complex issues; and attention to detail with the ability to manage multiple priorities in a fast paced and deadline driven environment.

- Demonstrated sound judgement and the ability to be decisive in crisis situations and familiarity with de-escalation techniques, and strong cross-cultural/diversity perspective/awareness

- An understanding of the not-for-profit sector and the John Howard Society mission, mandate and philosophy as well a solid grasp of the youth and adult criminal justice system and current issues affecting this population.

- Computer skills including knowledge of Microsoft software (e.g., Word, PowerPoint, Excel), and client file management software (e.g., EMHware). Knowledge of accounting software would be an asset.
- Ability to work flexible hours (evenings/weekends) as required, and to travel throughout Waterloo Region and Guelph/Wellington County. Knowledge of local United Way funding priorities, and community resources in Waterloo Region, and Guelph/Wellington County would be an asset.
- Proven ability to work independently and as part of a team, and maintain effective working relationships with staff, management, volunteers, community partners, funders, Board of Directors, other stakeholders
- Current clearance from a criminal records check. Must be able to meet criminal and other offence/conviction screening criteria necessary for the Agency to maintain its contracts, insurance requirements and charitable status.

- Fluency in French would be considered an asset

The John Howard Society of Waterloo-Wellington offers a competitive remuneration package including benefits and pension.

Interested candidates should submit a cover letter and detailed résumé in PDF format to resumes@waterloo.johnhoward.on.ca by 3:00 pm EST on March 20, 2018. The job title must be included in the subject line of the email.

We are an equal opportunity employer. While we thank all applicants, only those invited for an interview will be contacted. If you have a disability and require support during the selection process, you are encouraged to identify your needs if you are selected for an interview.