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| Position | Manager, Employment & Training Programs |
| Employment Type | Full-time (1 year contract with possibility of extension) |
| Work Hours | 35 hours/week |
| Work Setting | Hybrid |
| Salary | \$60,000 - \$75,000 per annum |
| Level | 4 |
| Application Deadline | August 4, 2025 |

POSITION OVERVIEW

The Manager, Employment & Training Programs is a new position overseeing and driving the delivery of North York Women's Centre's (NYWC) employment and training portfolio, redeveloping and expanding our STEPS to work program. This will include but is not limited to: increasing the frequency of our STEPS to Work group program, extending one-on-one coaching, expanding services into underserved neighbourhoods, integrating our drop-in program, and enhancing accessibility through developing online materials to reduce barriers to participation.

This role is responsible for all aspects of program execution in this portfolio: program design, evaluation, and reporting, leading a team of Peer Support Workers, external Facilitators, and Placement Students to deliver group programs in alignment with NYWC's mission, vision, and values and framework for service delivery. This position is responsible for direct service delivery, program administration, program outreach and community engagement. Given the nature of the role and NYWC's commitment to service-user centred and low-barrier access, regular daytime and evening work is required.

WHAT YOU WILL DO

Program Oversight & Delivery – 50%

- Responsible for all aspects of the employment and training portfolio including:
 - Successful development and implementation of annual programs (scheduling, implementation, evaluation, and performance measurement)
 - Development and regular review/updates of program curriculum and supports
 - Monitoring program budgets and expenses
 - Monitoring and oversight of grant requirements
 - Leading program outcomes-based development, monitoring, evaluation, and performance reporting
- Responsible for oversight, development and delivery of responsive, one-on-one support to employment and training service users as a core component of our delivery model
- Responsible for oversight of developing and launching online content to support access to employment and training programming
- Oversee and supervise the work of contract Facilitators, volunteers, and Peer Support Workers to support program delivery and provide leadership with the goal to creating cohesive,

motivated teams that consistently deliver quality results, including but not limited to (in consultation with the Executive Director):

- Onboarding and training
- Scheduling and resourcing
- Supporting with professional development and informing performance plans and reviews
- Work closely with the Manager, Peer Services and Manager, Group Programs and others at NYWC involved in program delivery to create a complement of programs and services that respond to community needs and align with organizational strategic priorities and deliverables
- Regularly review and ensure compliance with organization and program-related policies, protocols and standards and make recommendations for changes
- Share responsibility for overall program evaluation, knowledge of systems to support compliance with funder reporting requirements, monitor program activities and generate reports, as required
- Identify emerging needs and trends and work with the staff team to develop new initiatives and secure funding that supports program growth and diversification.

Administration & Reporting 25%

- Maintain timely and accurate client files, document case notes and program/services interactions in line with organizational policies and confidentiality standards in a timely manner
- Maintain and update program evaluations, statistical records, and budgets (when assigned) for assigned programs
- Provide reports to advise Executive Director of program impacts and trends
- Track client data, referrals, and outcomes to support program/services evaluation
- Participate in on-going training, one-to-one coaching and supervision meetings to support professional and personal development, as directed
- Assist with internal projects and tasks to enhance Centre operations
- Any other duties as assigned

Partnerships and Community Engagement 15%

- Build and maintain strategic partnership and relationships with key community stakeholders, including other agencies, businesses, and the broader community in alignment with NYWC values
- Ability to serve as an ambassador for NYWC and its programs and services, communicating our values, programs and services clearly to external partners and community members
- Support with planning and delivery of outreach activities, workshops and events that respond to the relevant needs, issues and interests of our community and clients
- Actively support efforts to strengthen NYWC's visibility, accessibility and connection to diverse populations

Peer Support 10%

- Identify and maintain a database of appropriate referrals to provide to service users
- Participate in direct peer support delivery to maintain connections with service users' needs

WHAT YOU BRING TO THE TEAM

Knowledge-based skills

- Awareness, knowledge and/or lived experience in the topics of: intimate partner violence and gender-based violence, preferred
- Strong understanding of challenges and barriers faced by women and gender-diverse people (and the resources available to support them), including gender-based violence
- Awareness, knowledge, and experience with peer support models, dynamics of peer-led service delivery, and/or training
- Awareness, knowledge, and experience with conflict resolution and group facilitation
- Knowledge and experience in program and curriculum design
- Awareness, knowledge, and experience with providing employment and training supports
- Education and/or experience in social services, community development, life skills or equivalent is an asset
- Strong knowledge of service provider community and ability to provide effective system navigation
- Comfort and familiarity with case management/database and other software and tools

Relational skills

- Excellent active listening, verbal and written communications skills
- Ability to establish and maintain a rapport with our service users
- Demonstrated leadership experience in a peer-based setting – rooted in collaboration, care, and accountability that supports, guides, and uplifts
- Team player with a proven track record in building strong, positive professional relationships
- Willingness and ability to learn about the sector and resources available to support women and approaches to providing programs and services
- Ability to work within a feminist, anti oppressive, anti racist, intersectional, and trauma informed environment
- Commitment to diversity and experience working with populations facing intersecting barriers
- Superior ability to understand the importance of and maintain privacy and confidentiality
- Integrity, sound judgment, tact, discretion, the willingness to go the extra mile, and a healthy sense of humour

Technical skills

- Comfort in working remotely and on-site to help women to access services remotely and support women who may have minimal digital literacy skills
- Superior self-discipline and organizational, project and time management skills
- Ability to prioritize and balance multiple, competing tasks
- Ability to work independently and collaboratively and with minimal direct supervision in a busy team environment (often with distractions) with diverse communities of women
- Proficient in Microsoft Office Suite, computer applications, mobile technology and online/cloud-based platforms and comfortable learning new technology

and

- Commitment to anti-racism/anti-oppression, feminism and social justice
- Satisfactory Vulnerable Sector Police Records Check (costs reimbursed by NYWC)

NYWC CORE COMPETENCIES

- Commitment to our values: equity, compassion, social & economic justice, anti-racism/anti-oppression, person-directed approaches and low-barrier access to services
- Initiative & problem-solving abilities
- Adaptability & creativity
- Curiosity & humility
- Growth mindset & accountability
- Ability to cultivate strong relationships

WHAT WE WILL PROVIDE

- Ten paid personal/sick days annually
- Three weeks paid vacation after the first year
- Health benefits including prescription drugs, extended health care, dental, vision care, alternative therapies, life insurance, employee assistance program, disability insurance; benefit coverage for family and dependents available
- Maternity/parental leave benefits
- Professional development
- Hybrid (on-site/remote) work environment, home office equipment

HOW TO APPLY:

Please submit a brief resume alongside a cover letter describing why you think you'd be a good fit with our organization through [Charity Village](#).

NYWC is a values-driven organization that believes in unlocking the potential of people to build a braver, more equitable world. Our service user population represents the diverse communities of this city and it is our goal to build a team that reflects this same diversity. We believe that there are many ways to build skills and that your lived experience matters and is valuable knowledge. If you don't check all the boxes but believe you'd thrive in this role and are enthusiastic about our work, please consider applying.

NYWC will provide reasonable and appropriate accommodations during all stages of the hiring process. Please reach out in advance if you have an accommodation request.