

Programs Manager

(Posted Internally & Externally)

Posting #: 26-001MGMT

Job Title: Programs Manager

Duration: October 05, 2026 to March 31, 2027, with possibility of an extension.

Work Schedule (subject to change based on operational needs):

- Monday to Thursday from 9:00 AM to 3:15 PM (Birchmount)
- Friday, 8:15 AM to 2:30 PM (Lansdowne Branch)
- Subject to change during LINC/CNC Summer Break, Winter Break and March Break.
- 27.5 paid hours/week

Location: 1160 Birchmount Road, Unit 1A and 685 Lansdowne Avenue, Unit 1A

Salary Range: \$26.00/hr to \$28.00/hr

Benefit: Group RRSP (Employer) - 4.74%

Application Deadline: Open Until Filled

Contact Method: No phone call or email, please. TESOC will reach out to selected applicants.

Job Overview:

The Programs Manager reports directly to the Executive Director and is responsible for driving program and organization improvements.

The key role of this position is to design, implement and analyze data-driven performance indicators, measurements and strategies. The aim is to use evidence-based approaches and qualitative, quantitative and methodological evaluations to assess program/project effectiveness and community impact. This position will provide recommendations regarding all programs and ensure that the program standards are in compliance with grant/contribution agreements and reporting requirements.

The Manager will also identify opportunities for continuous improvement in data collection and analysis at the program-level to ensure the achievement of objectives, outcomes and outputs, which allows for data-informed decision-making, optimizes operational efficiency and supports quality assurance.

Duties and Responsibilities

Programs Development, Monitoring and Evaluation:

- Assist Management to develop, revise and implement program-related policies, guidelines and procedures in alignment with organization and funder requirements.
- Develop program assessment protocols and tools for on-going evaluation and improvement, i.e. feedback forms, performance templates.
- Track progress against project/program milestones and hold relevant staff accountable for assigned tasks and deadlines.
- Collaborate with the Settlement Coordinator, and LINC Coordinators to monitor the OCASI Client Management System (OCMS), HARTs, iCARE, and other databases to ensure client targets are being met and data are entered correctly.
- Assess staff performance on an ongoing basis and provide individualized feedback in a confidential manner or group feedback during staff meetings, as needed.
- Compile, collate and document written feedback, statistics and assessment documents in order to conduct annual or bi-annual performance reviews for all staff with support from other Management staff.
- Assist Management staff with completing statistical analysis and submitting reports based on organization/funder requirements and deadlines.
- Based on evaluations, schedule monthly meetings and regular training sessions with the aim of improving staff performance, i.e. technical skills, professional development, security.

Human Resources Management and Administration:

- Assist the Executive Director with updating HR Databases and Files (paper or online) to include policies / procedures and HR documents such as job descriptions, job postings and employment contract templates.
- Assist Management with HR-related tasks, such as reviewing and approving staff timecards, staff leave requests, scheduling shifts, arranging substitute staff, and more.
- Assist with hiring and recruitment processes, as needed.

Communication - External and Internal

- Manage program teams and facilitate cross-departmental or program initiatives as appropriate to ensure optimal returns.
- Identify any barriers or service gaps to successful program execution and escalate as appropriate.
- Facilitate team cohesiveness and open discussion along with other Management.
- Build partnerships and facilitate communication with various community partners, funders, stakeholders and leaders.
- Assist with digital and in-person marketing and outreach, including content creation.

Qualifications and Competencies

- A post-secondary degree or diploma in marketing, business, human resources or related fields and/or an equivalent combination of education and management experience.
- One (1) or more years of experience in an upper-management role, preferably in program management is an asset.
- One (1) or more years of experience in the non-profit sector is an asset.
- Exceptional skills in leadership, time management, facilitation, and organization.
- Experience in managing stakeholders.
- Working knowledge of digital marketing and outreach.
- Outstanding knowledge of change management principles and performance evaluation processes.
- Experience writing statistical and other reports, and proposals.
- Excellent English communication and interpersonal skills with the ability to adapt to new technologies and changes.
- Demonstrated commitment to professionalism, confidentiality, diversity, inclusion and equity and ability to effectively understand and interact with newcomers and staff from diverse cultural and socio-economic backgrounds.
- Upon successful hire, must provide a valid Vulnerable Sector Check (VSC).

Please forward your application (**resume and cover letter**) as one PDF document to hr@tesoc.org and include the **Posting #** and the **Job Title** that you are applying for in the **subject line** of the email **OR** apply through **INDEED**. Kindly only apply via email or through Indeed, NOT both.