

JOB DESCRIPTION Manager of Programs and Services

About Us:

For the last 100 years, BGC Toronto Kiwanis (BGCTK) has played a life-changing role for children, youth, and families in Toronto downtown communities. We pride ourselves in being a leading provider of quality programs and offering transformative experiences that are affordable, accessible, and reliable. Children and youth participate in challenging activities that encourage healthy living, personal growth, learning and community involvement. We build self-esteem through supportive adult mentors and engaging activities that challenge and enrich the mind, body, and spirits of each young person. Learn more about us at www.bgctk.org

Summary:

Reporting to the Executive Director, the Manager of Programs and Services is responsible for overall planning, administration, implementation, and evaluation of children's programs which include after-school and out of school programs. This role will be supervising 4 program coordinators who oversee numerous frontline staff to ensure the delivery of high-quality programming across 6 locations. The ideal candidate will be a leader with a deep understanding of child and youth development and a passion for creating innovative and inclusive programming.

Responsibilities:

- Lead a team of dedicated staff, providing guidance, support, and mentorship to ensure the delivery of high quality children's and youth programs and services.
- Oversee and engage with Program Coordinators who are planning, developing, implementing, and monitoring programs that facilitate learning and development for children ages 6-14.
- Collaborate with the Manager of Administration with planning, recruitment, onboarding, evaluating, and training of children's and youth staff, placement students and volunteers.
- Ensure compliance with relevant regulations, standards, and policies, maintaining a strong commitment to quality, safety, and equity of children's and youth programming; recommend improvements to programming and organization, based on community needs.
- Use data-driven approaches to continuously improve program delivery and meet the evolving needs of children, families, and community members.
- Engage with current children's and youth programs partners, donors, and stakeholders, ensuring proactive communication and timely and accurate program reporting.
- Maintain and establish new and existing relations with other community partners, such as local schools, community committees, other agency organizations.
- Monitor program outcomes, impact, and data collection; ensure teams are recording daily statistics and inputting them into internal and external databases.
- Assist with onsite supervision for all program staff, placement students and volunteers

- Identify and document any critical incidents and disciplinary problems; ensure to communicate in timely matters to the Executive Director.
- In conjunction with Program Coordinators, ensure budgets, expenses, payroll, and other financials are completed in a timely manner.
- Maintain up-to-date documentation on outputs, outcomes, reporting, staffing, statistics, and other program relevant files.
- Actively participate on the Programs and Services Committee of the Board of Directors
- Other duties as assigned

Necessary Skills/Qualifications and Other Requirements:

- A degree or diploma in Social Services, Recreation and Leisure, Child and Youth Worker or relevant background.
- 3 years or more experience in a supervisory role in social services, not-for-profit or relevant.
- Excellent communication and interpersonal skills, with the ability to build effective relationships with diverse stakeholders and inspire a shared vision
- Commitment to cultural competence, diversity, equity, and inclusion, with experience working with diverse populations and addressing systemic barriers.
- Knowledge of relevant regulations and standards governing Children's and Youth programming, with a commitment to ensuring compliance and quality improvement.
- Strong analytical and problem-solving abilities, with a track record of using data to drive decision-making and achieve measurable results.
- Experience in program development, implementation, monitoring and evaluation with strong planning, priority setting and organizational skills.
- Strong Leadership skills with experience supervising a diverse group of staff.
- Familiarity with underserved communities and surrounding neighborhoods is an asset.
- Clear Vulnerable Sector Check.
- First Aid / CPR Training and Certification.
- A valid Ontario G class driver's license is an asset.

Core Competencies:

- Accountability
- Communication
- Critical Thinking
- Decision Making
- Leadership
- Networking and Relationship Building
- Planning and Organizing
- Problem Solving
- Resource and Fiscal Management
- Service Orientation

Terms of Employment:

Contract starting in June 2025 through June 2027 with possibility of extension.

\$55,000 - \$58,000 plus paid benefits, two weeks of paid vacation, ten sick/personal days.

37.5 hours per week with limited weekend and evening shifts to support programs and events. Given that we are a front-line service organization, we require all staff to work in-person (Monday-Friday)

Interviews: Successful applicants will be contacted to attend an interview, in-person

How To Apply: Please send your resume and cover letter in one email to Manager of Administration: lross@bgctk.org with the subject line: **Manager of Programs & Services**. All applicants are thanked in advance for their interest, however, only those selected for an interview will be contacted.

Equity, Diversity & Inclusion:

BGC Toronto Kiwanis is an equal opportunity employer dedicated to creating a workplace culture of inclusiveness that reflects the diverse communities that we serve. Our goal is to attract and retain highly talented employees from diverse backgrounds, allowing the community to benefit from a wide variety of experiences and perspectives that will shape our programs and services.

At BGC Toronto Kiwanis, we understand that traditional hiring processes create barriers for individuals from underrepresented communities. We encourage talented individuals from diverse backgrounds to apply for positions within our organization, even if they do not meet all the listed requirements. We believe that qualifications extend beyond technical skills and academic achievements. We value the potential, passion, and diverse perspectives that individuals from different backgrounds can bring to our team.

If you are contacted by lross@bgctk.org regarding this job opportunity and need accommodation through the hiring process, we would be happy to accommodate you.