



Program Development Manager Job Description

The Program Development Manager is responsible for the development and planning of programming within the Downtown Eastside Women's Centre including the Skills Development Program, Cultural Programming, Power of Women group, and the dtes Women's Street Market. She will oversee the organizing of a dtes Women's Fair and Market to build upon and integrate Centre programming and skills development with the objective of creating opportunities for women of the dtes community to engage in street economies, within a safe supportive environment.

Reporting directly to the Director of Operations, the Program Development Manager will work in collaboration with the Management Team to ensure integrated services operating in compliance with the mission and mandate of the Downtown Eastside Women's Centre. She will work from a feminist perspective and within an anti-oppression framework.

Program Development

Plan the development and delivery of the overall program including its activities in accordance with the funding contract and goals of the project

Develop initiatives to support the strategic direction, supporting successful outcomes of the project

Develop a program evaluation framework to assess the strengths of the program and to identify areas for improvement

Coordinate the delivery of services among different program activities to increase effectiveness and efficiency

Communicate with stakeholders to gain community support for the program and to solicit input to improve the program

Develops and coordinates partnerships including with agreement that support the program objectives

Liaise with other managers to ensure the effective and efficient program delivery

Human Resources

Oversee the recruitment, hiring, orientation, scheduling, evaluations, training and professional development of program staff which includes the Street Market Coordinator, Cultural Programmer, Power of Women Coordinator, and Skills Development Coordinator.

Supports and supervises staff to ensure that programs and services are delivered in accordance with the objectives, mission and mandate, funding contracts, policies and procedures, job descriptions, program requirements, and with DEWC prioritize

Ensures personnel practices are up-to-date and in-line with the collective agreement and other relevant policies and legislation.

Implements staff orientation, evaluation, and staff development and training systems that are specific to the program staff needs and demands.

Administration

Develop forms and records to document program activities

Oversee the collection and maintenance of records of the program for statistical purposes including development of an evaluation

Complete reports for the Board of Directors and provides input to Grant and Contract Coordinator for funders

Control the program

Manage all project funds according to established accounting policies and procedures including ensuring that the program operate within the approved budget, and monitoring and approving all budgeted program expenditures

Monitor cash flow projections and report actual cash flow and variance to the Executive Director on a regular basis (monthly/bimonthly)

Report evaluation findings to the Executive Director and recommend changes to enhance the program, as appropriate

Qualifications required:

- Significant experience within the non-profit sector with at least 3 years experience in a management position.
- Experience supervising staff, preferable within a unionized environment
- Minimum 5 years related experience working with low-income women, at least 2 years in a women serving or inner city drop-in environment
- Must have a strong working knowledge and analysis of the issues impacting women in the dtcs, including violence against women, mental health, homelessness, and addictions
- Candidate must work from strong feminist analysis and within an anti-oppression framework
- Understanding of and practices a trauma informed care response when working with women
- Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
- Demonstrated administrative skills, including report writing
- Strong conflict resolution skills and practice
- Demonstrated crises intervention training and experience
- Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and centre members
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid certificate is required
- Candidate must undergo a criminal record check
- Women with addiction issues need to be at least 2 years clean and sober

Position reports to: Director of Operations