



JOB POSTING

POSITION TITLE: PROGRAM MANAGER

ORGANIZATION SUMMARY

The Teresa Group (TTG) is a charitable, non-profit, community-based organization located in Toronto, Canada. The Teresa Group advances the dignity and well-being of children, youth and their families affected by HIV and AIDS. The organization includes a team of qualified staff providing a comprehensive range of frontline services to hundreds of local children and families. The Teresa Group is committed to building a workforce that reflects the communities we serve and to promoting a diverse, anti-racist, inclusive, accessible, merit-based, respectful, and equitable workplace.

In keeping with our continuing efforts towards greater representation, we welcome applicants with relevant lived experience and a broad reflection of identities including Black, Indigenous, People of Colour (BIPOC), LGBTQ2SI+, age, abilities, and socio-economic background.

POSITION SUMMARY

The Teresa Group is currently seeking an experienced and skilled Program Manager to augment its existing frontline family support team in its busy Family Support Program. This is an exciting and demanding fulltime position that involves a high degree of collaboration and teamwork as well as ongoing client support and counseling, program development and evaluation.

The Program Manager is part of the Family Support Team. Working within a social justice framework, the Program Manager will provide all the required supports to a highly diverse team supporting children and families living with HIV and AIDS. The Program Manager provides leadership in all aspects of programs and services at The Teresa Group. The Program Manager ensures that programs operate effectively and efficiently in keeping with operational planning goals, and they motivate and manage program staff to meet service user needs. The Program Manager also ensures productive working relationships with community partners in program areas. The Program Manager reports to the Executive Director and is a member of the Management Team.

The Program Manager is required to work in ways that are respectful and inclusive of all service users, staff and volunteers and promotes the mission and values of The Teresa Group. This includes the commitments to the greater involvement and meaningful engagement of people living with HIV/AIDS (GIPA/MEPA), anti-oppression, anti-racism and anti-discrimination.

Specific duties and responsibilities will include, but are not limited to the following:

1. PROGRAM DEVELOPMENT, IMPLEMENTATION, MONITORING AND EVALUATION

- Maintain program policies, procedures, standards, and guidelines to ensure programs and services are effective and sound.
- Ensure staff and teams work effectively and efficiently towards meeting annual operational planning goals and overall strategic planning goals.
- Work with the management team to identify an evaluation for programs and services.
- Initiate new program development.
- Provide program reports to the Executive Director as required.
- Work with teams to develop annual team and/or individual work plans.
- Maintain and update the Client Case Management Systems.



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Charitable Business Number 13369959RR0001

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www.teresagroup.ca

2. STAFF MANAGEMENT AND SUPERVISION

- Provide support to the family support coordinators team.
- Manage all program-related staffing and staff development processes including conducting hiring processes, assigning work responsibilities, providing orientation, training and ongoing coaching and support, identifying, and implementing staff training needs, and evaluating job performance.
- Adhere to The Teresa Group's Personnel Policies and Human Rights and other Legislation.

3. RESEARCH

- Participate in community-based research activities and on research teams that support The Teresa Group's strategic plan and program development goals.

4. FINANCE AND ADMINISTRATION

- Responsible for the timely submission of relevant funding reports to the Executive Director.
- Complete Federal, Provincial and Municipal Ministry Reports periodically.
- Ensure program budgets are prepared and kept within the parameters set by the Executive Director.
- Ensure program monitoring is completed, including tracking data, statistical analysis of data submission to funding partners as required.

5. ORGANIZATION STRENGTHENING AND DEVELOPMENT

- Develops and maintains partnerships and networks with community groups and other agencies to foster cooperation around client services and issues.
- Actively participate in management discussions aimed at strengthening The Teresa Group's programs and services, expanding participation in programming funding opportunities.
- Participate in the development and implementation of agency quality assurance and risk management processes, as they relate to programming.
- Participate in the development of agency change management processes or strategic planning.
- Develop and manage relationships with various institutions, funders, agency, and community partners to further enhance and develop programming.
- Participate in external networks, committees and coalitions that support The Teresa Group's strategic plan.
- Generate new programming ideas, identify emerging issues, and develop programmatic responses.

REQUIRED EXPERIENCE AND QUALIFICATIONS:

- Post secondary education in social work/public health/childhood development with a minimum of three years of experience working in a management position. Eligibility for membership in the College of Social Work and Social Service Workers or the College of Psychotherapists is an asset.
- Excellent experience in program development, implementation, monitoring, and evaluation, including the ability to develop and monitor evaluations using a logic model framework.
- Understanding of community-based research.
- Experience managing and supervising a diverse team of staff.
- Proven expertise in developing, implementing, and monitoring budgets.
- Excellent communication, problem solving and interpersonal skills.
- Ability to organize, set priorities and manage multiple tasks.
- Excellent organizational, written, and oral communication skills.
- Demonstrated experience working with children, youth, and families.
- Understanding HIV/AIDS, STIs, sexual health, as it relates to children, youth and families, is an asset.
- Knowledge of issues related to Diversity, Equity and Inclusivity and anti-oppressive framework.
- Superior organizational, analytical, and problem-solving skills.
- Demonstrated ability to work within and across teams.
- Experience working in non-profit organizations.
- Excellent computer skills and experience using database systems.





FULL TIME PERMANENT POSITION: 35 hours per week; flexible hours including evenings and weekends.

WORK MODEL AND LOCATION: In-person at the office only. The office is in the City of Toronto.

EXPECTED ANNUAL SALARY RANGE: Commensurate with experience, range of \$65,000 - \$70,000.

APPLICATION DEADLINE: February 5TH 2024.

Please send a resume and cover letter outlining how your education and experience equips you for this position to applications@teresagroup.ca with “Program Manager Application” in the subject line.

We strongly encourage people living with HIV, members of visible minority communities and persons from diverse backgrounds to apply and self-identify.

We thank all applicants for their interest in the position. However, only shortlisted applicants will be contacted for an interview.



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