

**JOB POSTING**  
**Manager, Programs and Services**  
**April 23, 2018**

**JobStart**, a nonprofit agency serving the GTA since 1980, provides a range of employment, training, mentoring and settlement services to job seekers including adults, internationally trained professionals, newcomers to Canada, persons with disabilities, seniors, students and youth at three locations in Toronto. We also provide a range of recruitment services for employers. JobStart's mission: *JobStart empowers clients and employers to maximize their potential through participation in a variety of career and personal growth programs and services.*

**Job Title:** Manager, Programs & Services – Employment Ontario – Full Time Position  
**Supervisor:** Director, Programs and Services **Location:** 2930 Lake Shore

**Purpose of the Job:** As a member of the Management Team; provide leadership for employment services, in collaboration with other Employment Ontario managers, including supervision of staff, scheduling and planning, directing and coordinating overall programming and services. Reporting Activity and Quality Assurance related to Employment Ontario and Youth Job Link program. This position is also responsible for the management of our Canada Ontario Jobs Grant (COJG) Program (for both the LakeShore & Dufferin Offices). Expertise required in; EOIS-CaMS and its reports, case management, financial management, project management, employer relations and community partnership development strategies. Leads work teams and committees relating to employment services by supporting the activities and mandate of JobStart. Successful applicant will be accountable for supervising, monitoring and educating staff on funder expectations as defined by contracts. Plays a lead role to plan and coordinate activities designed to promote JobStart, funders and specific programs and services to employers and key stakeholders by presentations, special events etc.

**Key Responsibilities:**

- Hire, train, provide day-to-day supervision, direction, ongoing performance management, training and development, seek consultation with Director in final hiring, termination and employee relations matters to meet the current and long-term organizational needs
- Statistical analysis of reports generated from EOIS-CaMS and Internal Management Information System
- Set clear work objectives and monitors individual performances to meet or exceed contract targets, to coach staff on challenging case management and job development issues as it relates to meeting the employment needs of job seekers
- Adherence to all JobStart's policies and procedures, such as service standards, JobStart's Collective Agreement, Privacy, Bill 168 and AODA Legislations and other related legislations
- Lead in the development of statistical, financial, narrative reports and provide support for funding proposals
- Provide exceptional project management, customer service, human resources, and financial management skills
- Ability to assess program performance develop and implement corrective measures for issues identified,
- Ensuring integrity of data and quality assurance in program files and data systems
- Initiate and maintain effective relationships with key community partners, to develop co-ordination of services to enhance employability of clients; to grow and build capacity for employment services for unemployed individuals
- Assist in the management of the COJG contracts for two JobStart sites as required; respond to employer inquiries, process and approve applications, ensure employer & trainer eligibility, manage budgets, maintain /update financial records and administrative work including reimbursement
- Strong negotiation and influencing skills to effectively resolve complex issues to ensure program success
- Play a lead role in activities to promote JobStart, funders and services to community, employers and key stakeholders.
- Ensure compliance to Contract and ensuring appropriate authorization and documentation validation is obtained

**Qualifications:**

- 3+ yrs. Management experience preferably in Employment Ontario including all aspects of supervision of direct reports with demonstrated experience meeting the employment needs of 'at-risk' youth.
- Degree or Diploma in Human Resources, Project Management, Social services or related program
- Possess a broad knowledge of occupations and current labour market conditions,
- Strong organizational skills, and is able to take initiative and be creative and detailed-oriented, manage change/transitions with the ability to prioritize and multi-task and meet deadlines and targets; ability to prioritize
- Must be able to empathize, and understand employment and settlement barriers with ability to communicate to diverse client group
- Excellent written and verbal English communication, additional language/s an asset
- Advanced skills utilizing all Microsoft Office Applications including Outlook, Power Point and Excel - EOIS CaMS experience an asset
- Demonstrated ability to work within a team environment with limited supervision with proven sound judgment skills
- Certification in Crisis Intervention, First Aid, Occupational Health and Safety an asset
- To be familiar with the Occupational Health and Safety Act and the Regulations that apply to the work you will supervise at an employment service work site
- Valid driver's license and access to a vehicle is required within the GTA

**Hours of Work:** 35 hours per week (Evening hours required; early morning & weekend hours are periodically required)

**Approximate Start Date:** May 14, 2018

**Salary Range:** \$59,000 to \$64,000

**Closing Date:** May 4, 2018

**Send Letter of** Tracy Houston - Director, Programs and Services

**Interest and** 2930 Lake Shore Blvd. W., Toronto, ON M8V 1J4

**Resume to:** Email: [t.houston@jobstartworks.org](mailto:t.houston@jobstartworks.org); Fax: 416-253-2727 **(NO PHONE CALLS PLEASE)**

JobStart welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. JobStart strives to represent the diversity of the community in our hiring practices.

The above statements are intended to describe the general nature and level of work applicable to this position and are not intended to be an exhaustive list of all responsibilities, duties and skills required.

*Only those who meet the qualifications above will be considered for this position and invited for an interview.*