

Job Purpose

Under the authority of the Executive Director, the Program Manager will lead, mentor and support Supervisors and staff to deliver child, youth and family programs while ensuring that Shkoday's vision, mandate and program deliverables are met and in alignment with Shkoday's Strategic Plan. The Program Manager will ensure programs are implemented and managed according to the program standards and guidelines while ensuring that Indigenous ways of being and knowing are the foundation of the programs. The Program Manager will work with Supervisors to achieve the agreed upon program deliverables, while ensuring a safe space for children, youth and their families. The Program Manager will work closely with Supervisors to ensure program quality and may adapt the program to meet community needs while collaborating with other service providers and partners to build community relationships that will address educational and health needs that support Indigenous children, youth and their families.

Duties and Responsibilities

Duties and Responsibilities will include, but will not be limited to the following:

Program Management

- Supports, promotes and fulfills the mandated goals and objectives of all Shkoday programs.
- Provides overall quality control for programs through methods such as goal setting, budgeting and adequate staffing.
- Consults, supports and provides guidance to Supervisory staff in evaluating and revising programming.
- Ensures that Indigenous culture is the foundation of all new programs and that cultural ceremonies, traditions and teachings are interwoven throughout the programs.
- Liaises with Supervisors regarding ratios, staff training requirements, staff meeting agendas, issues etc.

Program Administration

- Provides administration and oversees all components of the programs.
- Researches, writes and submits proposals for the ongoing success and stability of the programs.
- Reviews statistical and narrative reports prepared by program supervisors to determine progress and address issues as they arise.
- Prepares monthly report to Board of Directors on programs.

- Adheres to and is responsible for the completion of all reporting requirements as outlined in Contribution Agreements, Purchase of Service Agreements and any other reporting requirements as required and/or as stipulated by the Executive Director.
- Ensures that incident reporting and other issues are reported in timely and consistent manner for follow up and addressing issues (i.e., WSIB forms, incident reports etc.).

Financial Support

- Works closely with the Executive Director and Finance Officer to identify the financial requirements needed to fulfill the goals and objectives of all Shkoday programs.
- Develops and oversees expenses in accordance with budgets, in conjunction with the Executive Director and the Financial Officer.

Human Resource/Supervision Support

- Works with the Executive Director, HR Staff and Program Supervisors in facilitating recruitment, selection and hiring of new staff.
- Provides orientation and training to Supervisory level staff.
- Ensures Supervisors are knowledgeable of HR Policy changes and delivers training to staff on those changes.
- Identifies areas of need and arranges appropriate training for Supervisors.
- Conducts ongoing informal and formal performance evaluations for Supervisory staff.
- Assists Supervisors in creating work plans in alignment with Shkoday's strategic plan and provides support in achieving their goals.
- Provides supervision, leadership and support to all staff.

Community Development and Outreach

- Promotes new and facilitates the smooth functioning of all aspects of programming in order to ensure quality programming.
- Thorough knowledge of other service organizations, excellent networking skills and ability to establish and maintain partnerships.

Training and Professional Development

- Demonstrates knowledge and adheres to Shkoday Abinojiiwak Obimiwedoan Personnel Policies and Procedures, Biwaase'aa Program Operations Manual and TBAHS Operation Manual.
- Demonstrates an understanding of the Child Care Early Years Act 2014.
- Stays current and up to date with required training and certificates.
- Attends all Shkoday Abinojiiwak Obimiwedoan staff meetings and recommended professional development.

Other Duties

- Maintains a clean, organized and clutter-free workspace.
- Works as a team member, striving to create a healthy atmosphere, maintains regular and open communication with program team members and provide support to daily operations.
- Performs other duties, as directed by the Executive Director.

Qualifications

- A Degree/Diploma related to Indigenous Learning, Health, Education, Child Care, or equivalent discipline with a minimum of two years experience in a management or supervisory role. A Bachelor's or Master's degree in business management, policy management, human services or related field will be considered an asset.
- Minimum 5 years working experience with Indigenous children and/youth.
- Demonstrated administrative management with the ability to supervise a variety of program staff.
- Knowledge and experience with Indigenous culture, traditions, ceremonies and interventions that support child and family wellness.
- Knowledge and experience with program development and implementation.
- Proven work experience in crisis support management and the ability to mediate conflict.
- Ability to work with community member and organizations to establish and maintain partnerships.
- Experience with proposal writing and acquiring funding sources required.
- Experience working with program budgets, cashflows and project financial management.
- Demonstrated organizational time management and presentation/facilitation skills with the ability to follow through on assigned duties independently within strict deadlines.
- Excellent written and oral communication skills with emphasis on keen listening and ability to direct staff to effectively interpret communications and the needs of prospective community members and partners.
- Computer and internet proficiency is required. Excellent working knowledge of Microsoft Office with competency working with other databases.
- Knowledge and understanding of current issues affecting child care, youth programming, education and health.
- Must be willing and able to work in person from a few different work locations and work flexible hours.
- Must be willing to travel to various local off-site locations in Thunder Bay
- Must be dependable, able to follow instructions, respond to management direction and be able to improve performance through management feedback.
- Must be willing to step into all areas of programming as needed, from front-line to supervisory to management.

- Current certification in Standard First Aid and Level “C” CPR is required.
- Vulnerable Sector Check, and Immunization Record are required and will be a condition of employment.
- Safe Food Handling Course required.
- Speaking and writing an Indigenous language would be considered an asset.

Working conditions

The Program Manager will be working mainly in an office setting. The position will involve sitting at a desk for long periods. The position will also require the Program Manager to be out in the community attending events, meetings and networking opportunities. The environment is a fast-paced and busy where many activities and noises happen at once.

Traditional ceremonies, circles and medicines will be practiced, which may affect people who are sensitive to different scents.

There may be a number of situations that may arise that the Program Manager must be prepared to handle, such as accidents and emergencies. There are also deadlines on a regular basis that need to be met, which may cause stress.

The work hours may vary and are not to exceed 35 hours per week, unless prior approval has been authorized. Some evening and weekend work will be required.

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