JOB DESCRIPTION

| **TITLE** | PROGRAM MANAGER |
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| **Reports To** | [INSERT NAME, TITLE] |

**Job Purpose**

The Program Manager oversees the delivery of services according to prescribed policies, procedures, guidelines, regulations, and legislation. They will provide teams and project managers with strategic guidance that promotes the organization's culture.

An ideal Project Manager has exceptional leadership and communication skills with experience managing staff from various disciplines to produce timely results. This is a leadership role as the Program Manager will lead program staff teams to create and maintain safe and productive mentor/mentee relationships.

**Duties and Responsibilities**

Overall Responsibilities:

* Oversee day-to-day operations of assigned program management
* Organize programs and activities to meet organizational goals
* Create new programs to support organizational strategy
* Set long-term goals
* Budget and plan for assigned program
* Create an evaluation method to identify program strengths and weaknesses
* Write funding proposals to ensure service continuity
* Manage a talented, diverse team
* Ensure client satisfaction, safety, quality, and team member performance
* Manage and implement project changes and interventions
* Meet with stakeholders to improve project communication and service decisions
* Produce accurate and timely program status reports
* Analyze program risks
* Develop marketing strategies
* Lead program staff to create and maintain strong, safe, and fun mentor/mentee relationships
* Engage with volunteer mentors
* Manage a thorough recruiting and screening process for matches
* React to complaints
* Reassign mentors/mentees as needed
* Additional related duties as assigned

**Qualifications**

* X years of program management or project management experience required
* Bachelor’s degree preferred
* X years’ experience in a management role
* Previous experience in a non-profit organization an asset
* Experience with stakeholder management
* Experience with Microsoft Office applications

**Core Competencies**

* Excellent change management and performance evaluation skills
* Excellent communication skills, both written and verbal
* Must possess leadership skills, including conflict management and coaching and feedback
* Excellent multi-tasking skills
* The ability to be highly flexible, task-oriented, and have excellent time-management skills
* Holds an excellent understanding of, and commitment to, client-centred approaches and trauma informed practices
* Strong reflective listener and passion for working with youth and families

**Working Conditions**

* Overtime and hours outside of typical working schedule may be required
* Some travel may be required
* [Insert Compensation Details]