



Inspiration. Empowerment. Action.

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Manager, Programs & Services Job Posting

Roots Community Services Inc. (RootsCS) is a multi-service charitable organization that provides culturally-relevant programs and services to inspire individuals, primarily from the Black, African and Caribbean (BAC) communities, to make positive changes in their lives and within their communities. Our aim is to assist our clients by providing pathways for them to achieve their full potential and assist them in finding solutions to improve their health, well-being and quality of life, and to heal from the trauma that inhibits their livelihood.

The Position

The Manager, Programs & Services, is responsible for the supervision and evaluation of the organization's programs and services. Working closely with coordinators of non-clinical programs, the successful candidate will assist with strengthening and enhancing existing programs to make them more valuable to clients, making recommendations for modifications or divestment of programs not meeting requirements and seeking new opportunities to ensure BAC communities have the culturally-appropriate supports they need.

Term of work: Full time, Contract
Hours of work: 35 hours a week
Compensation: \$68,000 to \$73,000 annually plus benefits

Major Responsibilities:

The position, which reports to the Associate Executive Director, includes the following duties but are not limited to:

- Overseeing the planning, implementation and evaluation of RootsCS non-clinical programs & services
- Initiating and setting goals for program development according to the strategic objectives of the organization and funders requirements
- Developing evaluation strategies to monitor performance and determine the need for improvements of programs and services
- Assisting in training, team building and evaluation of program staff
- Maintaining and strengthening existing community partnerships and actively seeking new opportunities for collaboration
- Working closely with non-clinical program coordinators to ensure accurate and detailed reports are developed, maintained and submitted on a monthly, quarterly and annual basis
- Working with the Associate Executive Director to adapt monitoring and evaluation tools to best assess the impact of all programs and services
- In collaboration with program coordinators, developing, implementing and evaluating strategies to increase service users in each program, while maintaining high standards in delivery
- Assisting program coordinators in developing comprehensive impact reports to present to Board

Directors, partners and donors

- Participating, as a member of the management team, in the recommendation, development, implementation and evaluation of organizational policies and procedures
- Any other duties as requested by the Associate Executive Director/Executive Director.

Qualifications & Requirements:

- Graduate degree in social work, business or a related discipline
- Three years experience in managing programs or in other managerial positions within the non-profit sector
- Thorough understanding of program management techniques and methods
- Excellent knowledge of performance evaluation techniques and key metrics
- Experience working within a cultural-sensitive, anti-racism, anti-oppression framework
- Knowledge of and sensitivity to the lived experiences and diverse needs, identities and backgrounds of the Black communities
- Knowledge of the community including an understanding of culture and local programs and services to which to refer Black youth, such as mental health and counselling supports
- Experience working and engaging with members of Black communities from children to youth to seniors
- Strong knowledge of data analysis, reporting and budgeting
- Working knowledge of MS office 365, Google Workspace and data management software
- Excellent organizational and leadership skills
- Excellent communication skills
- Proficiency in speaking, reading and writing French is an asset
- Ability to employ conflict resolution techniques to diffuse contentious situations
- Ability to organize and prioritize work schedules
- Non-judgemental, caring, compassionate and patient
- Ability to work flexible hours including evenings and weekends
- Possess a recent Vulnerable Sector Police Check (less than 2 years)
- Must provide proof of vaccination or approved exemptions and be willing to adhere to any new public health regulations
- Possess a valid Ontario G driver's license and have access to a reliable vehicle
- Available to work remotely with limited in-person interaction when necessary
- Satisfactory references

Please forward your résumé and cover letter by email to careers@rootscs.org by **January 23, 2022**, with the subject line **Manager, Programs & Services**. Please note that we will be reviewing applications as they are submitted.

We thank all who apply for their interest in this position; however, only those candidates selected for an interview will be contacted.