



**Internal Position Posting
Short-Term Contract
Acting Program Manager**

Reporting to the Executive Director, the Acting Program Manager is responsible for leading program development including design, implementation and evaluation. The Acting Program Manager oversees the direct service team, ensuring a feminist, anti-oppressive, trauma-informed framework is practiced across all programs.

As a member of the leadership team, the Acting Program Manager participates in strategic planning, program planning, and statistical analysis. The Acting Program Manager works within the guidelines, policies and mission of WRRC and is accountable and responsible for specific projects as assigned.

Scope and Responsibilities

In a manner consistent with the agency's policies and values and aligned with the agency's vision and purposes, the **Acting Program Manager** performs a wide range of duties including the following:

1. *Supervision & Staffing*
 - a. Leadership of program and direct service team
 - b. In consultation with the Manager of Operations, recruit, interview and select program staff
 - c. Working closely, and in coordination with, the Team Coach, provide program staff with effective supervision, direction, feedback and learning/development in accordance with WRRC's performance management process
 - d. Ensure that all program staff receive an appropriate orientation to the organization and programs
 - e. Provide clinical leadership through case management oversight with the direct service team members and lead group clinical supervision

2. *Program Planning & Management*
 - a. Ensure program action plans and service delivery are in alignment with program objectives, strategic direction and agency mission
 - b. Develop new initiatives and expand programs in response to emergent needs and to support WRRC's strategic direction
 - c. Complete program reports for funders
 - d. Monitor client database and ensure accurate records
 - e. Identify trends, risks, and opportunities in program and service delivery, bringing relevant information to the leadership team

- f. Ensure that program activities operate within the policies and procedures of the organization
- g. Develop annual budgets for programs in coordination with the Manager of Operations
- h. Ensure that each program operates within the approved budget
- i. In collaboration with the ED or designate, develop funding proposals for programs to ensure the continuous delivery of services
- j. In collaboration with Manager of Operations, ensure that program activities comply with all relevant legislation and professional standards

3. *Community Collaboration*

- a. Cultivate and strengthen relationships with key service partners
 - i. Develop and manage protocols when required
 - ii. Initiate meetings to support shared service delivery
- b. Act as WRRC lead for collaborative projects and partnerships
- c. Act as WRRC representative on designated committees

Required Skills and Qualifications

- A solid understanding of feminism, the women's movement, anti-racism/anti-oppression and trauma informed practice
- Demonstrated mentorship and leadership ability in a manner in which supports the agency's philosophy of leadership and growth of staff and program
- Excellent conflict resolution skills; ability to facilitate difficult conversations in a diplomatic manner.
- Demonstrated women's advocacy skills, strong case planning skills and effective child/women-centered practice delivery.
- Superior communication, listening organizational and customer service skills
- Good working knowledge of computer office technology and applications
- Clear current Police Vulnerable Sector Check (PVSC)
- Ability to work independently as well as within a team with minimal supervision
- CPR/ First Aid – Level C

Preferred Qualifications

Undergraduate degree (or equivalent) in Social Work, Women's Studies, Business, or Public Administration. Graduate degree is preferred.

3 to 5 years management experience and/or experience in leadership role within direct services or related field. Experience developing and managing budgets and multiple programs is preferred.

Working conditions

The Acting Program Manager typically works in an office environment; however, the position may require working in non-standard workplaces.

The Acting Program Manager typically works a standard work week (37.5 hrs/wk) but may be required to work some evenings and weekends to monitor program activities.

Physical requirements

This position will require routine supervisory duties including office work, attending on and off-site meetings.

Direct reports

Women and Family Services Team and Team Coach.

Number of Openings: 1

Closing Date: Wednesday, October 9 at 12:00 pm (noon)

Submit expression of interest with a cover letter outlining education, experience and discussing fit to role, by email to: hr@wrrcsa.org