



## **PROGRAM MANAGER**

### **Full time**

***Mount Pleasant Family Centre Society (MPFCS)*** is a community-based non-profit organization that provides child-centered programs that nurture healthy growth and development for children and families. Inaugurated in 1976 in response to a community need for the support of local mothers, MPFCS has continued to provide a child-friendly environment where families can connect, share, learn and grow.

### **Role Overview**

The Program Manager manages the Mount Pleasant Family Centre Society (MPFCS) Family Drop-In Program and its staff. The Program Manager is the primary contact person for the participants, families, and staff. The MPFCS Drop-In Program provides direct family support, parent education and/or skill development, resources and referrals within a safe, child-centered environment. The Program Manager is responsible for supervising, supporting, and developing both the program and its staff, in alignment with MPFCS's vision, mission and goals.

Reporting to the Executive Director, this position is responsible for leadership and management in the following areas:

- Family Support
- Program Management
- People & Program Leadership
- E-Communications & Website

The Program Manager is responsible for the successful day-to-day operations of the Drop-In Program, staff and activities. The scope of the role requires the Program Manager to effectively manage all dimensions of the Program, from participating and managing the Program's operations and projects to managing staff performance. The incumbent will be accountable for making mission-based decisions for the direction of the Program, in order to support the success of MPFCS goals.

The position reports to the Executive Director, and is required to work collaboratively with the Circles of Care & Connection Program Manager and the Administrative Assistant.

### **Qualifications & Competencies**

MPFCS is seeking a detail-oriented and organized Program Manager, who has a holistic approach to problem-solving and strategic decision-making. Excellent interpersonal and writing skills are required, and a high level of computer literacy. The ideal candidate will be open-minded, adaptable, and have a willingness to learn; research and support the organization's success in reaching its goals. Further, the successful candidate will have:

- Relevant undergraduate degree in social work, early childhood development, psychology, or other related discipline
- 3-5 years experience in program management and staff performance management

- Demonstrated ability to work autonomously and make strategic decisions aligned with the organizational mission and goals
- Excellent time management skills and basic counselling skills (i.e., active listening, empathy)
- Experience in building revenue (i.e. grant/funding applications, fundraising, donations)
- Intermediate level of computer literacy for Microsoft Word and Excel, with a basic level for email, financial payments, and Microsoft Access (or a willingness to learn Microsoft Access)

### **Working Conditions**

The Program Manager position is a full-time position, working 35 hours per week. The successful candidate will have the ability to support the Program and manage the staff team within a strong values-based organizational culture. Collaborative teamwork and autonomous program management work will be required. The workspace is located in an open/shared office space with limited access to privacy. Work on some evenings or weekends are expected.

Since this position works directly with children, a criminal records check is required upon hire, and a valid First Aid Certificate will also be required. The position is paid on an hourly basis – starting at \$31.92 per hour. Benefits include extended health benefits and enrolment in the RRSP matching contributions program, both of which are eligible after the successful completion of a 3 month probationary period.

### **To Apply for this Position:**

Please submit your cover letter and resume to Sanja Sladojevic, Executive Director, at [sanja@mpfcs.ca](mailto:sanja@mpfcs.ca). Application deadline: We are accepting applications until the position is filled.

We thank and acknowledge all applicants and will only be contacting those selected for interviews.

\*\*\*No phone calls please\*\*\*

MPFCS is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to consider applying for the position.