

Internal/External Job Posting

Manager of Capacity Building Programs and Systems Change

West Neighbourhood House has created a new Manager position responsible for some of our programs focused on capacity building as well as House initiatives focused community engagement and advocacy towards social change.

This Manager position will oversee our employment, adult learning, community performing arts, and community development programs. They will be part of the West Neighbourhood House team addressing community and social policy issues and ensuring the transformation of the organization and the programs they oversee in alignment with our Strategic Plan. The ideal candidate is collaborative, equity and community-focused, and creative.

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community. Our diverse programs and community development activities support approximately 16,000 people of all ages annually in addition to ongoing public policy development and advocacy on social and economic issues.

West Neighbourhood House is actively seeking applications from Indigenous, Black and racialized peoples, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- Collaborates with Coordinators and their teams to ensure program development, impact, accountability, and team well-being and development;
- Provides strong leadership, performance management, performance coaching, support, and professional development to a diverse team;
- Ensures that programs are accessible to diverse low-income people, are high quality, and incorporate best practices regarding anti-racism, anti-oppression, righting relations with Indigenous peoples;
- Elicits and responds to program participant suggestions, complaints and feedback;
- Ensures timely and accurate data collection and reporting of the team's work;

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- Initiates and implements innovations, collaborations, partnerships, and special projects in the program areas and while implementing the Strategic Plan regarding community engagement and systems change;
- Supports capacity building in West Neighbourhood House in our community development and social policy work;
- Collaborates with management in the Unit and others to enhance the continuum our work from individual work to capacity building to community engagement to social change;
- Proactively maintains and enhances working relationships with key partners, collaborations, and sector networks;
- Works with the Unit Director and other senior management staff to represent West NH to funders, government, donors, external groups/committees, media and other stakeholders;
- Develops funding proposals and grants;
- Collaboratively monitors and creates budgets;
- Works with the leadership team to support the House's strategic initiatives, operational processes, program goals, policies and protocols where appropriate;
- Temporarily fills in for other management staff as needed;
- Other duties as required.

Qualifications:

- Master's degree in areas such as Social Work, Non -Profit Management, Community Development, Community Economic Development, Adult Education, Counselling and/or Creative Arts;
- Minimum 2 years supervisory experience. Experience in a management role in a unionized environment is an asset, however, training and coaching will be provided;
- Demonstrated experience in the social services sector or other community-based work and skills in program management and development, community engagement and development, and social policy;
- Experience and strong ability in analytic thinking, and creative problem-solving;
- High interest in quality improvement and innovation, including new organizational structures and processes and data quality initiatives; experience in this area is considered an asset;
- Excellent interpersonal skills including communication skills, transparent information-sharing, teamwork, understanding and appreciation of diversity, equity and inclusion/anti-racism/anti-oppression principles and practices;
- Experience and initiative in having difficult conversations, problem-solving and conflict resolution;
- Strong writing (including reports and grants) and networking skills;
- Willingness and commitment to continual learning, including use of evolving technologies and communication processes, and reflections about diversity, equity and inclusion/belonging;
- Strong ability to organize and manage multi-faceted work;
- Ability to travel between locations and partner sites;

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

A United Way Member Agency

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- Ability to regularly take turns to work or be on call evenings or weekends.

Note: This position will have the option to work sometimes remotely (e.g., from home) as negotiated with the Unit Director

Status: Permanent Full Time (Non-Bargaining Unit Position)
Start Date: ASAP
Hours: 35 hours per week
Rate: \$75,748/year (4 weeks vacation, paid sick days, floater days, full benefits package after 3 months, RRSP contribution at 5% after 1 yr)
Immediate Supervisor: Director of Community Programs and Systems Change
Posting Date: September 27, 2023
Closing Date: October 11, 2023

To apply, please send us a resume and a cover letter by 5:00 pm on the closing date to:

Hiring Committee
248 Ossington Ave.
Toronto, ON
M6J 3A2
jobs@westnh.org