
Internal/External Job Posting

Program Unit Director

The Program Unit Director is responsible for leading the development and management of programs and activities that serve diverse communities which include children, families and adults. This position is part of the collaborative senior management team of West Neighbourhood House.

The current portfolio includes Children, Youth and Families Program, Settlement Services, Adult Literacy, the Meeting Place program for people experiencing homelessness, and Case Management including mental health and substance use. Note the portfolio of direct reports may change over time.

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 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 qualified applications from Indigenous, Black and People of Colour, people with disabilities, women and people 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:

Reporting to the Executive Director, the Program Unit Director will work with Program Managers, Coordinators and frontline staff in the unit to:

- respond to community needs within West Neighbourhood House's mission, strategic directions, and commitment to diversity, equity, and inclusion;
- coordinate issues identification, opportunities for innovation, priority-setting, planning and evaluation processes of the programs within the Unit;
- develop and maintain funding from a variety of sources, including maintaining transparent communication with funders and donors, timely funding applications and regular funding reports;
- plan and expend resources according to the Unit budget, regularly monitoring spending and taking corrective action as needed;
- support and supervise Program Managers and Coordinators directly as well as have overall management responsibility for staff in the Unit, including resolving day-to-day issues; recruiting, selecting and training new staff; scheduling; performance reviews and performance management; responding to grievances; facilitating team-building and a supportive work environment; ensuring compliance with the collective agreement and human resources policies of West Neighbourhood

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House, including consistently identifying and addressing diversity, equity, and inclusion issues in the workplace and in the community served;

- coordinate with operations and administration staff and program staff to ensure the safe and efficient operations of the Unit and welcoming, inclusive space;
- ensure compliance with regulatory and funder policies and guidelines as well as with internal policies and procedures;
- seek and maintain partnerships with other organizations to respond to community needs with coordinated program delivery and joint advocacy;
- advocate with and on behalf of program participants for adequate services, access to services or appropriate legislative protections;
- monitor the external environment to determine the impact of social, environmental or legislative changes and recommend program and public policy responses.

The Program Unit Director also will:

- coordinate grants for West Neighbourhood House, tracking grant opportunities, assigning grant writing, and overseeing House-wide applications and reports;
- represent the House in a leadership capacity on diverse local and/or sectoral networks, committees, and campaigns;
- participate on House committees and in House-wide events, providing assistance and other duties as required;
- provide back-up as needed during absences of other management team members.

Qualifications:

- Commitment to the mission, values, guiding principles, and strategic priorities of West Neighbourhood House;
- Master's degree in social work or equivalent and current registration in OCSWSSW;
- Minimum 2 years of practical experience at management level, including experience supporting and supervising staff teams. Experience working in an unionized environment is an asset;
- Experience applying leading research and technology, critical analysis, creativity, innovation and change management methods to transform programming;
- Demonstrated understanding of and commitment to work with disadvantaged children, youth, and adults as represented in the catchment area, including people experiencing unemployment, poverty, abuse, racialization, colonization, discrimination, and social isolation;
- Highly developed interpersonal and written communication skills with diverse stakeholders. Skills in having crucial or difficult conversations. Demonstrated self-awareness. Knowledge of group relations and organizational development are assets;
- Excellent organizational skills and ability to balance between being responsive to arising issues while meeting workplan priorities and goals;
- Computer literacy in an Office 365 environment and familiarity with human service data platforms;
- Ability to travel between different local locations and work occasional evenings and weekends.

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Status: Permanent Full Time (non-bargaining unit)
Existing Vacancy: Yes
Start Date: ASAP
Hours: 35 hours per week (including some evenings)
Rate: \$102,174 (4 weeks' vacation, paid sick days, floater days, full benefits package after 3 months, RRSP contribution at 5% after 1 yr)
Immediate Supervisor: Executive Director
Posting Date: September 28, 2026
Closing Date: October 15, 2026

Please send your cover letter and resume by 5:00 pm on the closing date clearly indicating "Program Unit Director" to:

Hiring Committee
588 Queen St. W.
Toronto, ON
M6J 1E3
jobs@westnh.org