

## Youth Program Manager

TNO - The Neighbourhood Organization (TNO) is a well-established community-based social and health service agency providing a wide range of programs and services supporting low-income and newcomer communities across Ontario and sometimes across different provinces through online services and referrals. We are seeking for a **Manager for its Youth Programs** to join our team in a **full-time permanent** role. TNO is a great place to work, and we make a difference in the communities we serve.

If you're passionate about making a difference and thrive in a fast-paced environment, we'd love to hear from you!

### POSITION SUMMARY

The Youth Program Manager will play a vital role in developing, implementing, and evaluating programs that empower youth at the Youth Hub and attain the Youth Program's goals. This position will focus on creating inclusive, dynamic, and supportive environments that cater to the diverse needs of youth from various backgrounds, including those facing vulnerabilities. Reporting to the Director of Health & Wellness, the Youth Program Manager is responsible for planning and overseeing youth programs to ensure quality programs are delivered to youth in Thorncliffe and Flemingdon areas.

### DUTIES & RESPONSIBILITIES

- Oversee TNO's youth programs, focusing on recreational activities, leadership development, and personal growth in the youth Hub and other program spaces where TNO social and recreational programs are offered.
- Ensure integrated service delivery at the Youth Hub.
- Build relationships with diverse youth populations by understanding their unique challenges and strengths.
- Collaborate with community partners, schools, and stakeholders to identify resources and opportunities for youth engagement.
- Build new partnerships and lead community outreach efforts to address service gaps with innovative initiatives.
- Work closely with the Thorncliffe Hub and managers at TNO to foster relationships to ensure programs are responsive to the needs of the unique community
- Provide mentorship, guidance, training sessions and support to youth program staff and participants, fostering trust and respect.
- Address conflicts and foster a positive work environment.
- Act as Manager on Duty to provide crisis prevention, intervention support, and operational solutions during opening and closing.

- Supervise program staff, develop work plans, and lead program implementation in collaboration with senior management and community service providers.
- Make informed decisions by analyzing information and interpreting policies.
- Youth programs are aligned integrated and offer a wrap-around model of care
- Set deadlines, assign tasks, and monitor program progress.
- Create and maintain project management systems to track key indicators, including intakes, demographics, case management, client tracking, attendance, and outcomes.
- Prepare detailed progress reports in alignment with funding agreements and management requests.
- Measure and evaluate program performance using various tools and surveys, ensuring alignment with TNO standards.
- Develop and implement evaluation tools to assess the impact of youth programs and make data-driven recommendations for improvement. Prepare reports and presentations for stakeholders to communicate program outcomes and successes.
- Manage program budgets, monitor expenditures, and make necessary adjustments.
- Oversee facility requirements for the Youth Hub and youth programming spaces, ensuring safety, cleanliness, proper scheduling, and security of those spaces
- Organize tours for funders and partners to showcase program progress and achievements.
- Develop and maintain service delivery processes and procedures.
- Ensure compliance with TNO standards, organizational policies, and funding guidelines.
- Assist in recruiting, onboarding, and training new staff.
- Provide regular feedback, professional development, and performance evaluations through one-on-one meetings.
- Working closely with the Mental health manager, program staff and the Thorncliffe Hub Manager to ensure space is safe and resourced Monitor resource usage, maintain inventory, and ensure sufficient program supplies.
- Support grant writing efforts to secure additional funding for program enhancements.
- Analyze program data and submit comprehensive monthly reports to senior management.
- Oversee continuous quality improvement initiatives and ensure compliance with policies and procedures.
- Establish team schedules and expectations to meet project deliverables.
- Address team and client health and safety needs per organizational policies and the Occupational Health and Safety Act.
- Advocate for the needs and rights of vulnerable youth in the community.

## QUALIFICATIONS & EXPERIENCE

- Undergraduate degree in a relevant field or equivalent professional work experience in the health or social services sector; a master's degree is an asset
- 5+ years progressive management experience in not-for-profit organizations, community-based or social services organization
- Experience with program development based on service users' needs
- Experience with the development and implementation of income-generation activities
- Excellent stakeholder management skills
- Demonstrated leadership, team building and team management skills
- Well-developed analytical and critical decision-making and problem-solving skills
- Proven ability to craft/create successful funding proposals, briefing notes, and recommendations
- Effective communication skills, including tact, diplomacy and conflict resolution
- Demonstrated commitment to fostering a healthy and positive work environment in accordance with Health & Safety policies and legislation
- Deep understanding of anti-racist, decolonizing, and anti-oppressive principles as they relate to newcomer, refugee, and immigrant communities in Ontario
- Availability to work evenings and weekends as required by the role
- Valid driver's license and access to a reliable vehicle is an asset
- Experience managing, leading, motivating and evaluating staff performance
- Possess creative, innovative, and solution-seeking traits
- Political insight as well as the ability to work with people from diverse demographics
- Experience working with Microsoft Office suite- including Teams, PowerPoint, and Excel
- Proven ability to develop and maintain credible and trusting relationships with key stakeholders
- Collaborative leadership style with the ability to work in a diverse team environment.

**Screening** – As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

**Job Type:** Full-Time Permanent Position

**Work Location(s):** 45 Overlea Blvd. Toronto, ON M4H-1C3 and other TNO locations

**Schedule:** Monday to Friday, 11:00 AM to 7:00 PM, with some Saturdays as required by program needs.

**Benefits:**

- Personal Emergency Leave
- Extended Health Care
- Health Spending Account
- Professional Development Support
- Employee Assistance Program (EAP)
- Travel Insurance
- Life Insurance and Long-Term Disability
- Registered Retirement Savings Plan (RRSP)
- Social activities organized by the organization
- Public transportation nearby

**Application Process: Please submit your resume and cover letter to [recruitment@tno-toronto.org](mailto:recruitment@tno-toronto.org) with the subject line “Application for Youth Program Manager” by February 9<sup>th</sup>, 2025. We thank all applicants for their interest, but only those selected for further consideration will be contacted.**

*TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities, and other equity-seeking groups to apply. TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please let us know. We thank all applicants for their interest but only those selected for further consideration will be contacted.*