

Hub Development & Partnerships 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 **Hub Development & Partnerships Manager** to join our team in a **contract full-time** role until August 2026. 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 Hub Development & Partnerships Manager plays a crucial role in developing, operationalizing, and integrating the Hub, ensuring alignment and collaboration with existing Hub initiatives and structures. This involves innovating and strategically leveraging partnerships, as well as Hub and place-based service integration models to advance neighborhood/community-level outcomes.

Main Tasks & Responsibilities

- Manage daily Hub operations including partner relations, budget, staff and stakeholder relations, space management, and administration of contracts/agreements; this includes liaising with TNO and partner agency admin, office and IT departments as needed.
- Work closely with Hubs partners to ensure smooth operations, resource planning, staff orientations, and inter-departmental communications, including developing and revising relevant policies and procedures.
- Coordinate with staff, tenants, and landlord to ensure space and facilities needs are addressed, such as maintenance, safety, cleanliness, scheduling of spaces and security & safety of the Hub.
- Liaise with Hub partners, clients, stakeholders and guests when necessary.
- Support management and development of procurement documentation including requests for proposals, quotes, evaluation, and selection of vendors.
- Engage with service delivery partners in developing and maintaining schedules for the Hub that offers a diverse range of supports.
- Support the planning, development, and implementation of the Hubs and relevant projects in a way that promotes barrier-free access and engages the community and stakeholders.
- Work closely with Project Consultants and stakeholders in the development of the Hubs.
- Assist in developing, adopting, and implementing best practices and policies.
- Collaborate with finance teams to monitor contracts to ensure the Hubs deliverables are achieved and reporting is completed in a timely manner.
- Support the creation and lead the implementation of fund development plans of the Hubs.
- Engage with and support Integrated Neighbourhood Care Senior Leadership/Management Team tables, contributing to discussions, planning, and strategic direction in alignment with Hub development and operational activities.

- Engage with various levels of stakeholders including Hub partners, Board members, funders, committees, and community partners.
- Lead strategic Hub partnership engagement, ensuring coordinated and collaborative program, service implementation, and joint training.
- Support with strategic integration of services, strategies, and programming across partner agencies within the Hubs, fostering a unified approach to service delivery and community engagement.
- Support the governance, advisory, and other tables where appropriate.
- Support community events, workshops, and other community-centered activities.

Qualifications & Experience Required

- 5 years of experience in program delivery and 3 years of direct team supervision and progressive management experience in non-profit, community-based, or social service organizations
- 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
- Experience with program development based on service users' needs
- Experience with development and implementation of income generation activities related to start-ups and social enterprises
- Excellent stakeholder, and partnership 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

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

Job Type: Full-time contract position until August 2026

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

Schedule: 35 hours per week

Benefits:

- Employee Assistance Program (EAP)
- Social activities organized by the organization
- Public transportation nearby
- Personal Emergency Leaves
- Professional Development Support



Application Process: Please submit your resume and cover letter to recruitment@tno-toronto.org with the subject line “Application for Hub Development & Partnerships Manager” by February 2nd, 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.

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