A close-up of a logo

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***PROGRAMS MANAGER JOB DESCRIPTION***

*Use this document as a basis for your job description. Personalize, add, or delete text according to your organization’s needs. Source: HR Intervals*

**PROGRAMS MANAGER**

The Programs Manager reports to the Executive Director and oversees all aspects of ongoing programming, including planning, organizing, staffing, leading, and controlling program activities.

**PRIMARY DUTIES AND RESPONSIBILITIES**

The Programs Manager performs a wide range of duties, including the following:

**Plan the program**

* Plan the delivery of the overall programming and its activities in accordance with the mission and the goals of the organization.
* Manage new initiatives to support the strategic direction of the organization.
* Implement long-term goals and objectives to achieve the successful outcome of the organization’s programming.
* Follow an annual budget and operating plan to support the program.
* Develop a program evaluation framework to assess the strengths of the program and to identify areas for improvement.
* Develop funding proposals for the program to ensure the continuous delivery of services.

**Organize the program**

* Ensure that program activities operate within the policies and procedures of the organization.
* Ensure that program activities comply with all relevant legislation and professional standards.
* Develop forms and records to document program activities.
* Oversee the collection and maintenance of records on the clients of the program for statistical purposes in accordance with the confidentiality/privacy policy of the organization.

**Staff the program**

* In consultation with the Executive Director, recruit, interview and select well-qualified program staff.
* Implement the human resources policies, procedures and practices of the organization.
* Ensure that personnel files are properly maintained and kept confidential.
* Establish and implement a performance management process for all program staff.
* Engage volunteers for appropriate program activities using established volunteer management practices.
* Ensure that all program staff receive an appropriate orientation to the organization and the programs.

**Lead the program**

* Ensure all staff members receive orientation and appropriate training in accordance with organizational standards.
* Supervise program staff by providing direction, input and feedback.
* Communicate with clients and other stakeholders to gain community support for the program and to solicit input to improve the program.
* Liaise with other managers to ensure the effective and efficient program delivery.
* Coordinate the delivery of services among different program activities to increase effectiveness and efficiency.

**Control the program**

* Write reports on the program for management and for funders.
* Communicate with funders as outlined in funding agreements.
* Ensure that programs operate within the approved budgets.
* Monitor and approve all budgeted program expenditures.
* Monitor cash flow projections and report actual cash flow and variance to the Executive Director regularly (monthly/bimonthly).
* Manage all project funds according to established accounting policies and procedures.
* Ensure that all financial records for the program are up to date.
* Ensure financial reports and supporting documentation for funders are prepared as outlined in funding agreements.
* Provide required information to have invoices generated and submitted to funders according to the established timelines.
* Identify and evaluate the risks associated with program activities and take appropriate action to control the risks.
* Monitor the program activities regularly and conduct an annual evaluation according to the program evaluation framework.
* Report evaluation findings to the Executive Director and recommend changes to enhance programming, as appropriate.

**QUALIFICATIONS**

**Education:**

University or CEGEP degree in a related field, such as project management, leadership, or social work, or equivalent experience.

**Knowledge, skills, and abilities:**

* Knowledge of program management.
* Knowledge of client groups and/or issues related to the program area.
* Proficiency in the use of computers for documents, basic finances, databases, spreadsheets, E-mail, graphic design (Canva or Venngage), internet research, and social media outreach.

**Behavioural competencies:**

The Program Director should demonstrate competence in the following:

* *Ethical behaviour*: Understand ethical behaviour and nonprofit practices and ensure that your own behaviour and the behaviour of others is consistent with these standards and aligns with the organization's values.
* *Relationship development:* Establish and maintain positive working relationships with others internally and externally to achieve the organization’s goals.
* *Effective communication:* Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques.
* *Creativity and/or innovation*: Develop new and unique ways to improve the organization's operations and create new opportunities.
* *Client focus*: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within organizational parameters.
* *Teamwork development*: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
* *Leadership*: Positively influence others to achieve results that are in the best interest of the organization.
* *Decision-making*: Assess situations to determine the importance, urgency, and risks, and make clear decisions that are timely and in the best interests of the organization.
* *Organization:* Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
* *Planning:* Determine strategies to move the organization forward, set goals, create, and implement actions plans, and evaluate the process and results.
* *Problem-solving*: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, make recommendations, and resolve the problem.

**Experience:**

Three to five years experience in a related field.

**Hours of work:**

This is a full-time, permanent position, Monday to Friday, from 8:00 to 4:00, however the Programs Manager is expected to work occasional evenings and weekends as required.

**Compensation:**

Consult your salary scales. Compensation for the position should be stated clearly including the position’s wage or salary, whether as a range or band, and any other direct compensation that the position is eligible for such as bonus pay, or overtime pay. Benefits such as vacation, health insurance, pension, flexible work, and other key employment policies can also be included in the job description, whether through attachments, links to relevant policies or detailed in full.

**Equity clause**

We provide equal employment opportunity for all applicants and employees and do not discriminate on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, disability, or any other characteristic protected by local law.

We particularly encourage applications from Black people, Indigenous people, and people of colour, people with disabilities, members of the LGBTQ2+ community and those with varied areas of expertise and lived experiences.