



## EMPLOYMENT SERVICES MANAGER

**Position:** Full Time Employment Services Manager

**Location:** Balsillie Family Branch

**Schedule:** 37.5 hours per week; Monday to Friday

**Closing Date:** January 20, 2021

### To work for the YMCA of Central East Ontario is to:

- Work in a diverse and socially inclusive environment
  - Help create meaningful opportunities that impact the lives of individuals
  - Help increase the health of our communities
  - Feel appreciated as an individual
  - Work in an environment where you can make a meaningful contribution
  - Have work-life balance and a family friendly environment to help you balance your personal and work commitments
  - Make a difference in your community
- You can accomplish all of this while having fun in a challenging and dynamic atmosphere!

The YMCA of Central East Ontario is a charity dedicated to strengthening the foundations of community by being a recognized leader and valued partner in the development of healthy communities. This position requires a commitment to the Y mission and core values of caring, honesty, inclusiveness, respect, responsibility, which form the foundations of all Y programs and services.

## **What You Will Do:**

The Employment Services Manager provides leadership to a government-funded program within the newly created YMCA of Central East Ontario Employment Services. The Manager oversees program start-up, establishes key stakeholder and funder partnerships, and chairs advisory committees with stakeholders. The Manager will hire, guide, support and lead staff that are responsible for delivering government employment programs and maintains relationships with government representatives in order to comply with contribution agreements/contracts.

The Manager provides leadership to the program(s) ensuring program and Association objectives are met and compliance with the agreements/ contracts are achieved. The Manager provides leadership on program direction and policy development. They oversee and support program staff and manage/maintain relationships with stakeholders. The Manager promotes YMCA programs to relevant stakeholders in order to market the programs to those in positions to assist the Association in achieving our Strategic Outcomes.

## **Specific Responsibilities Include:**

- Ensures compliance with all terms of government agreements/contracts including the achievement of all fiscal, participant and quality targets as established by the Association and in agreements/contracts.
- Develops and maintains external relationships with stakeholders to ensure successful completion of program targets
- Supports the development and maintenance of the program curriculum to help ensure success program outcomes.
- Develops financial systems and maintains financial reports in line with YMCA policies and procedures. Monitors and tracks program budgets ensuring accuracy in spending. Ensures that expenditures meet with obligations as set-out in the agreements. Approves monthly financial reports and cash flow statements and completes reconciliation within established timelines. Ensures submission of invoices, expense forms and statistics.
- Develops communications plan with the Manager of Marketing and Communications ensuring that marketing and outreach initiatives achieve all targets
- Provides support to Finance, helping to prepare for and review program, financial and target results of agreement with funder(s).
- Assists in preparation of funding proposals and business plans. Prepare statistical and financial reports e.g. monthly and quarterly.
- Hires, on-boards, supervises and evaluates staff to ensure defined targets are met. Coaches staff and provides regular feedback to support employee development and engagement. Problem solves issues related to staff performance.
- Participates in the development of tools including program and staff manuals. Designs and initiates program innovations to ensure effective high quality program delivery. Oversee and maintains quality standards for the association/funder.
- Assists staff with planning and coordination of program delivery within Employment and Community Service.
- Works in collaboration with other areas of the Association to assist in achieving the Association's strategic plan and targets.
- Effectively trouble-shoots and problem-solves issues as they arise and keeps the CEO informed. Monitors and supports the delivery of the program(s).
- Demonstrates appropriate behaviours in line with our Mission, Vision and Values as reflected in our YMCA competencies; takes a member focused approach to increase their understanding of programs offered across the Association. Represents the YMCA and the Association in a professional manner.
- Ensures the health, safety and well-being of all children, youth and vulnerable people in YMCA programs. Commits to the professional responsibility of maintaining knowledge of legislation, policies and procedures, child and youth development and best practices to best serve and protect children, youth, and vulnerable people.
- Understands the importance of the volunteer staff partnership and integrates the value of philanthropy and volunteerism in dealings with members, volunteers, donors and staff.
- Other duties as assigned.

## **REPORTING RELATIONSHIPS:**

Reports to the President & CEO

## **WORKING CONDITIONS:**

- Requirement of Standard First Aid and CPR
- Clear Criminal Record and Vulnerable Sector check

## **EDUCATION/TRAINING/QUALIFICATIONS:**

- University degree and/or community college diploma in related area of study, e.g. Social Services; Counselling; Sales; etc., or equivalent experience
- Strong knowledge of Employment Ontario Services
- Excellent financial management skills including demonstrated experience managing program budgets
- Strong understanding and knowledge of current and projected labour-market trends in Ontario
- Career testing and/or assessment qualifications an asset
- Well-developed interpersonal and relationship building skills; ability to establish rapport and excellent communication with members, staff, volunteers, and stakeholders
- Excellent written communication skills
- Commitment to working in a socially inclusive environment responding with sensitivity and personal awareness to the diverse needs of members including visible and non-visible dimensions of diversity
- Ability to develop relationships with funder representatives, staff and volunteers
- Excellent planning and organizational skills
- Self-sufficient and takes initiative
- Ability to work independently and within a senior leadership team

## **EXPERIENCE:**

- Demonstrated strong leadership skills developed through 3 to 5 years progressively responsible experience in a supervisory role preferably in the charitable sector; ability to encourage, motivate staff and volunteers, acknowledge and appreciate contributions
- Experience meeting sales goals and targets and motivating staff to meet their sales goals and targets
- Experience with EOIS-CaMS an asset
- Demonstrated ability to manage various aspects and scope of a project
- Demonstrated ability to successfully lead teams

## **CORE COMPETENCIES:**

1. Coaching & Development
2. Leadership
2. Relationship Building & Collaboration
3. Communication
4. Planning & Organizing
5. Self-Management
6. Commitment to YMCA Vision & Values
7. Managing Change
8. Outcome Thinking
9. Valuing Diversity & Social Inclusion

**How to Apply:**

All interested candidates are to submit a resume to:

Carly Butterworth  
Human Resources Manager  
carly.butterworth@ceo.ymca.ca

Applications will be received until January 20, 2021

We appreciate your interest in a career opportunity with the YMCA of Central East Ontario. Please note that with the high amount of applicants, only those selected for an interview will be contacted.

The YMCA of Central East Ontario is committed to an environment that is barrier free; if you require accommodation during the hiring process, please inform us in advance so that we can arrange reasonable and appropriate accommodation. The YMCA of Central East Ontario values the diversity of people and communities and is committed to excellence and inclusion in our Association.