



WOODGREEN RED DOOR FAMILY SHELTER
21 CARLAW AVENUE
TORONTO, ON M4M 2R6
TEL: 416.915.5671 FAX: 416.915.5698
www.reddoorshelter.ca

Job Posting

Position Available: Part Time Program Manager

Application Deadline: April 2, 2021

The Red Door Family Shelter is one of the largest family shelters in the City of Toronto and has been delivering support services to homeless families and abused women and their children for over 30 years. We are currently seeking a Program Manager for our VAW Shelter. All selected candidates will have a passion for our work and a commitment to the provision of excellent client services.

Overall Responsibility:

The Program Manager is responsible for ensuring the effective and efficient delivery of quality designated programs in the shelter. This position is responsible for the direct supervision of Program Staff, Students and Volunteers.

Reporting Relationship:

This position reports to the Family location Site Manager.

Key Accountabilities:

- Coordinates and supervises the ongoing provision of quality designated programming and services and ensures that established standards for programme/shelter service delivery are met through adequate staffing and availability of appropriate levels of supplies.
- Assits with leading the assigned portfolio to ensure successful outcomes for clients and responds to crisis situations as required.
- Supervises Program Staff and Students (Childcare, Housing, Outreach, Shelter Support as assigned) through various performance management processes and maintains communication systems that promote collaborative working relationships.
- Evaluates and implements training development plans, maintains staff and programme schedules, and reports staff hours worked to the finance department for bi-weekly payroll.
- Supervises Volunteers and Students ensuring they are provided with an orientation, direction and guidance in order to ensure positive and enriching experiences for them and the clients at the Red Door, as well as to support them in achieving their learning objectives.
- Collaborates with the Volunteer Coordinator in matching and placing of volunteers as required.
- Requirement for On-Call (to be rotated among managers)

Minimum Education/General Experience Requirement:

- Post secondary education in Social Services or related discipline.
 - Two years professional experience coordinating or delivering client services and supervising staff.
 - Eagerness to develop a solid knowledge of shelter services and government and community resources.
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. . . . ending family homelessness, one family at a time.



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- Excellent interpersonal skills, with the ability to build positive and collaborative working relationships with individuals and teams.
 - Good conflict management and dispute resolution skills
 - Good decision-making skills with the ability to motivate and direct others.
 - Sound judgment and excellent problem solving/crisis management skills.
 - Excellent verbal and written communication skills.
 - Intermediate PC skills in using Microsoft Office applications
 - Willingness to embrace non-profit culture.
 - Valid Driver's License and access to a car when required.
 - Willingness to work evenings and weekends when required.
 - Motivated to work in a non-profit environment.

Salary: Competitive

The Red Door is an equal opportunity agency and encourages applications from all those who wish to apply. We especially welcome those who have lived experiences and affinities that align with our clients in order to best represent their interests, including women-identifying people, members of the 2SLGBTQ+ community, Black, Indigenous, people of colour (BIPOC), newcomers to Canada, those who have experience with homelessness and violence, and those with disabilities. Regrettably, we are not fully wheelchair accessible at our main office or our Violence Against Women shelter.

Contact Information

Amber McCulloch, HR Coordinator
Red Door Family Shelter
21 Carlaw Avenue
Toronto, Ontario
M4M 2R6
Fax: (416) 915-5698
Email: hr@reddoorshelter.ca

We thank all applicants, however, only those selected for an interview will be contacted.
NO PHONE CALLS PLEASE.

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