



Director, Programs

Reports to: Executive Director

Supervision: Manager of Residential Programs, Manager of Community Programs

Language: Bilingual preferred (English and French)

Salary: \$85,000 to \$100,000 plus benefits (depending on experience)

Location: Ottawa (in-office)

About the Organization

The Elizabeth Fry Society of Ottawa is a community agency that supports and advocates for women and gender-diverse people impacted by the criminal justice system. Our work is aimed at reducing harm and oppression, supporting people to overcome barriers to reintegration, and empowering them to build a life of stability and resiliency. We are a feminist organization committed to working from a human rights and anti-oppression perspective, recognizing systemic barriers that lead to marginalization. We work with trauma-informed, person-centred principles to promote a respectful, diverse, and inclusive environment that promotes healing, recovery, and successful reintegration.

About the Role

The Director of Programs oversees the organization's programs and supervises the program managers. This leadership role ensures excellence in the delivery of high-quality, client-centered, trauma-informed programs that align with the organization's mission and values. The Director will align programs with best practices for a trauma-informed approach, overseeing the management of program staff and financial resources, and building and maintaining relationships with external partners and funders. Additional tasks and responsibilities may be assigned by the Executive Director to support the agency's mission and goals.

The ideal candidate will possess strong people leadership skills, extensive experience in social services program management, and experience working with justice-impacted individuals. They will have a passionate commitment to the mission of the organization and a dedication to improving processes and leading with vision, collaboration, good judgement, and business acumen.

Key Responsibilities

Oversee Client-Facing Programs

- Oversee the coordination, integration, and delivery of programs and related activities, promoting collaborative relationships between program areas.
- Work with program managers to establish program goals and measure results against impact, effectiveness, and other KPIs.
- Track program data and results and complete program reports for funders.
- Lead the development of new programs, aligned with strategic priorities and in collaboration with colleagues and external partners.

- Work closely with the Executive Director and finance lead on program budgets to ensure sound fiscal management and provide guidance, oversight, and accountability on budgets to program managers.

Organizational Leadership

- Serve as thought partner and advisor to the Executive Director on program strategy and delivery.
- Directly supervise program managers and build their managerial and leadership skills and abilities to engage, encourage, empower, and motivate program staff.
- Develop and foster a team culture that reflects the core values of the organization, i.e. feminist, client-centric, inclusive, and accountable, with a commitment to equity, diversity, and inclusion.
- Work closely with the Executive Director on overall strategic planning, service delivery, and management of the organization.

External Partnerships

- Build and nurture strategic partnerships with sector stakeholders to leverage resources, expertise, and networks for program success.
- Liaise with funders as required on program delivery and reporting.
- Represent the organization on relevant committees and task forces.
- Work closely with the Executive Director and fundraising lead on resource development, including the creation and submission of funding proposals for new or existing programs.

Other

- Support managers in recruitment and performance management of unionized staff.
- Provide coverage for managers during absences.
- Other duties as assigned by the Executive Director.

Qualifications

- Bachelor's degree or equivalent experience in social work, criminology, or a related field is required (Master's degree is preferred).
- A proven track record of building and managing programs from conception to completion within a nonprofit environment.
- Experience building and maintaining partnerships with diverse community stakeholders.
- Experience working with marginalized populations and an understanding of the criminal justice system.
- 4+ years of experience supervising and managing staff.
- Strategic, cross-functional thinker with strong operational management skills and experience motivating, supporting, and mentoring staff.
- Strong interpersonal, communication, organizational, and time management skills.
- A feminist perspective in addressing the needs of women and gender-diverse individuals, with a commitment to advocating for their rights, empowerment, and social justice, particularly in the context of criminalization and systemic inequities.

Please send a cover letter and résumé to the Executive Director at executivedirector@efryottawa.com.