



Manager, Community Programs

Reports to: Director, Programs

Hours: 37.5 hours/week – including some evening/weekend work

Language: Bilingual preferred (English essential)

Salary: \$65,000-\$74,000 plus benefits

About the Organization

The Elizabeth Fry Society of Ottawa is a not-for-profit charitable community agency that supports and advocates for women and gender-diverse people impacted by the 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 Manager of Community Programs reports to the Director of Programs and is responsible for managing our community-based programs supporting criminalized individuals. This is a leadership role with accountability over programs and staff. The Manager ensures the delivery of high-quality, client-centered services that align with the organization's mission, vision, and values and with program agreements.

Key Responsibilities

- **Lead program operations**, ensuring effective and efficient delivery. Responsibilities include budget management, program compliance with funding agreements, and impact reporting.
- **Supervise, coach, and support a team** of approximately ten program coordinators, counsellors, and others to ensure excellence in program delivery, while fostering a collaborative, client-focused team environment.
- Support Director of Programs to ensure community programs are aligned with the needs of our clients and our vision, mission, and values.
- Support the Director of Programs to build and maintain relationships with stakeholders, including community partners and funders, to enhance service delivery, increase access to resources, and support collaborative community solutions.
- Carry out other duties as assigned by management to support the organization's objectives.

Qualifications:

Required education and experience

- Experience and/or education equivalent to a post-secondary degree in criminology, social work, or a related relevant field.

- Three years of program management experience, demonstrating the ability to balance client needs, operational demands, and quality standards.
- Three years of staff supervision experience (unionized environment is an asset), including providing leadership, managing performance.
- Experience supporting criminalized women and gender-diverse people, with knowledge of trauma-informed and harm reduction approaches.
- Experience working with people experiencing issues related to mental health and substance use.

Required knowledge, skills, and commitment

- Excellent interpersonal and crisis intervention skills.
- Commitment to promoting diversity, equity, and inclusion within the workplace and community.
- Ability to use Microsoft software.
- Bilingual (French and English) capability is a strong asset.
- Strong understanding of the criminal justice system, including its impact on marginalized and criminalized individuals, and the challenges they face in terms of reintegration and advocacy.
- Strong understanding of the barriers faced by justice-impacted women and gender-diverse people, such as poverty, substance use, discrimination, criminalization, and a lack of housing.
- Knowledge of trauma-informed care, harm reduction, and the complexities of mental health, substance use, and housing instability.
- Knowledge of community-based services, particularly those focused on vulnerable populations.
- Sound judgement and the ability to maintain confidentiality of information and to respond to issues and situations with tact and professionalism.
- Ability to respond effectively to crises and conflicts, utilizing de-escalation techniques and a calm, solution-focused approach to support both staff and clients.
- Proven ability to collaborate effectively in a team-oriented, multidisciplinary environment and to work well independently.
- Excellent verbal and written communication skills, with the ability to engage with diverse stakeholders, including staff, partners, funders, and clients.
- Excellent record-keeping and reporting skills.
- Excellent organizational and time management skills, with the ability to handle multiple priorities.

Workplace Conditions

This full-time position is a daytime weekday role, with occasional evening work required. Location of work is 211 Bronson Ave, Ottawa.

E Fry Ottawa is committed to employment equity, actively seeks diversity in the workplace, and welcomes and encourages applications from members of equity-seeking groups including women, transgender, non-binary, and LGBTQ+ individuals, First Nations, Métis, and Inuit individuals, persons with disabilities and members of racialized and marginalized groups.

Interviews start the week of April 21, 2025

To apply, please send a résumé and a cover letter to careers@efryottawa.com with “Manager, Community Programs” as the subject.