

## INTERNAL/EXTERNAL POSTING

### Program Manager – Pempamsie Delta Family Resource Centre (1 full time position)

#### Context:

Delta Family Resource Centre (Delta) is a non-profit community organization which envisions a healthy and empowered community where families and children thrive. A multi-ethnic, multi-site organization committed to enhancing the potential of families and children by supporting and addressing identified needs, Delta is situated in diverse communities and provides a wide range of programs, services and activities that enhance individual skills and promotes well-being and healthy communities. Delta is committed to equity and works to model meaningful community development.

Public Safety Canada has funded Delta to deliver Pempamsie - a comprehensive program for predominantly Black youth who are in contact with the Justice system and their families. Delta is working with four main community partners to deliver this program: For Youth Initiative (FYI), Somali Women and Children's Support Network (SWCSN), Think Twice and Urban Rez. Other partners will also be included in this important initiative.

Delta is seeking a dynamic and experienced Program Manager to lead and supervise a team of 10 Youth Justice Workers and Reintegration in our Pempamsie Program which focuses on ***providing culturally appropriate services for Black youth (ages 15-29) and their families who are in conflict with systems*** (particularly the justice system). Working within a multi-disciplinary team and framework, the successful candidate will have demonstrated competencies in supervising evidence informed practice and services to this demographic with a sound understanding of the complex challenges these youth and their families face. Reporting to the Executive Director, the incumbent will participate in the agency leadership team, S/he will liaise with key partners as required and manage the operational issues as well as participate in strategic vision and directions for the agency. The successful candidate will ensure that the conceptualization and delivery of Pempamsie programs and services are consistent with the mission, values, policies, procedures, standards and priorities of the organization. The manager will ensure that linkages to parents and program participants are forged that balance responsive, evidence-informed services with empowerment and mutual aid philosophies. Regarding the external environment, they ensure that Delta Family is well represented and appropriately positioned within the professional and other communities of interest by assuming leadership roles, developing effective partnerships that produce identified objectives.

#### Duties and Responsibilities:

- Provides direct ongoing supervision to a team of 8 youth justice and reintegration workers that serve youth and their families to ensure provision of quality services in accordance with sound management practices, the Collective Agreement and agency approaches to supervision
- Ensures that staff liaise with the Family Wellness team who provide family counselling services to youth and their families.
- Ensures that practices are evidence-informed, meet ethical and professional standards, are family centered, and are congruent with the mission and direction of the agency
- Works with the management team to generate and monitor budgets, service planning and quality assurance, and promoting and engaging other Delta Family programs and priorities - participates in management process
- Engages with families, develops and maintains a supportive and empowering relationship founded on trust, mutual respect and the strengths of the families
- Works as part of a multi-disciplinary team with an understanding of the complexities of family life, family & group dynamics and crisis management techniques.
- Works within the framework of Delta's mission, vision, values, goals and policies
- Lived experience of the issues faced by the African/Black community and understanding of the value of culturally appropriate programming
- Key liaison for the Evaluation of the project being done by Youth Rex and the public education team at Urban Rez

- Supports the provision of internal and external case management and service coordination for designated clients (Assessment of clients' strengths and needs, including risk identification, according to program standards)
- Develops and maintains effective relationships with key stakeholders liaises with, consults, and collaborates with other service providers and makes appropriate use of community resources, acts as an advocate as needed (within the aforementioned systems)
- Supports youth and their families in becoming involved with local community services and networks while building on individual as well as family strengths
- Follows and works within the program guidelines as directed by program funder, including writing reports, and record keeping
- Promotes Delta Family's Pempamsie Program and other Delta initiatives) to the community while actively conducting outreach and recruitment of clients
- Takes an active part in promoting Delta Family's strategic directions and priorities, supporting other programs, agency-wide initiatives and activities
- Performs other assigned duties in the interests of the agency

#### **Minimum Requirements:**

- Post Graduate degree in Criminology, Justice, Social Work, Community Development, or related field or equivalent experience
- Minimum of 2 years' experience in navigating criminal justice system.
- Minimum of 3 years' experience in working with racialized youth
- 2 years' experience managing staff including recruitment, training, evaluation and performance management
- Previous experience providing case management, assessments, referrals as well as other follow up services
- Understands the need for a culturally appropriate model for effective work in the African Canadian community
- Understanding of anti-oppressive practices, anti-Black racism and other barriers faced by racialized communities
- Ability to take direction and to work within the policies, procedures, inter-agency protocols and the mandates of Delta Family Resource Centre
- Ability to work with agency partners and an Advisory committee who guides and oversees the Pempamsie initiative
- Excellent verbal skills for communication on a one-to-one basis with clients as well as team building skills and supervision. Excellent communication and written skills for the completion of documents, reports and program evaluation
- Sound knowledge and familiarity with relevant legislation (e.g., Youth Criminal Justice Act and Family Services Act) is an asset
- Ability to do effective outreach and networking, and existing networks of community partners is an asset
- Must be able to work flexible hours with evening and some weekend availabilities required
- Standard First Aid & Vulnerable Sector Check Certificates are required
- Valid Ontario Driver's License and use of a vehicle is an asset
- The ability to speak French or another language is a definite asset

**COMPENSATION: \$55,000 - \$60,000 per annum**

Delta is an equal opportunity employer

Forward your resume and cover letter quoting OZ MANAGER to

**Email:  [hiring@dfrc.ca](mailto: hiring@dfrc.ca)**

**Hiring Committee Delta Family Resource Centre**

**Closing Date: noon on March 16<sup>th</sup> 2021**

***Delta thanks all applicants; however only short listed candidates will be contacted.  
As a unionized workplace, internal candidates will be processed before external applicants are considered.***