



## **Program Manager – Operations and Community Social Service**

- Contract position for 37.5 hours per week
- \$50,000-\$65,000 per year
- Application deadline is May 30, 2025, at 4pm

### **About Us:**

The Fort York Food Bank (FYFB) is a registered charity dedicated to restoring dignity and integrity to individuals facing poverty. Through partnerships and community collaboration, we provide food and essential resources to help clients overcome obstacles and improve their quality of life.

### **Role Overview:**

Reporting to the Executive Director, the Program Manager will support the Executive Director, Operations Supervisor, and Operations & Procurement Lead in ensuring an efficient, safe, inclusive, and welcoming environment at the food bank. This role requires leadership in both operations and community outreach, with a strong emphasis on collaboration and service excellence.

### **Key Responsibility:**

#### **Program Operations:**

- Lead daily food bank operations, including opening and closing responsibilities.
- Ensure client confidentiality during intake and referral processes.
- Supervise, delegate tasks to, and train team members, including volunteers and corporate groups.
- Coordinate with partners and stakeholders (e.g., Bike Brigade) to support program delivery.
- Enforce health and safety protocols, including food handling and first aid procedures.
- Provide operational support to the Executive Director and Board, including data aggregation and reporting.
- Provide coverage for staff roles during non-standard hours on an as-needed basis.

#### **Leadership:**

- Motivate and lead a diverse volunteer team.
- Handle conflicts using de-escalation techniques and promote a respectful environment.
- Maintain a calm and solution-oriented approach under pressure.

- Foster collaborative and respectful relationships with clients, volunteers, partners, and staff.
- Prepare and maintain daily records using Excel and/or Google Sheets.
- Communicate clearly via email, WhatsApp, and in person to keep staff and volunteers informed.
- Maintain strict confidentiality when managing client information.
- Utilize databases (e.g., Link2Feed) and demonstrate proficiency in Microsoft Office and other technical tools.

### Community and Social Service Support:

- Design, plan, and manage community and social service programs.
- Maintain current knowledge of local initiatives, government programs, and community resources; share updates via tools such as the community board.
- Collaborate with public and private agencies to enhance and expand available community resources.
- Develop and distribute materials that inform clients about programs and help reduce barriers to access.
- Create and update volunteer training materials; lead volunteer education to improve client support.
- Mentor and lead intake volunteers to ensure effective client support
- Maintain confidentiality when conducting client intake and referrals to outside resources.

### Requirements:

- Minimum 5 years of experience in community services or a related field.
- Strong verbal and written communication skills in English.
- Ability to thrive in a fast-paced, team-oriented, and multicultural environment.
- Demonstrated leadership, organizational, and problem-solving abilities.
- Legally entitled to work in Canada (must have a valid Social Insurance Number at start of employment).
- Post-secondary education required.
- Experience volunteering with FYFB is an asset.
- Fluency in a second language commonly spoken by FYFB clients is an asset.

### To Apply:

Please send your resume and a brief cover letter by 4pm on May 30, 2025 to [info@fyfb.com](mailto:info@fyfb.com). Include your name and "Program Manager" in the subject line. We thank all applicants for their interest; only those selected for an interview will be contacted. Interviews will be conducted either in person or via Zoom.

*Fort York Food Bank is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*