



BGC East Scarborough
(Boys and Girls Club of East Scarborough)



MAAT Youth Innovation & Cultural Centre

BGCES
416-281-0262

MAAT
416-282-7284

416-281-0458

info@esbgc.ca

www.esbgc.ca

Manager, Employment Programs & Services

The Manager of Employment Programs & Services provides management, development, planning, implementation, and evaluation of employment programs and services while ensuring the recruitment and retention of talent within the department. This individual conducts service coordination and provides oversight to ensure employment services are responsive to clients' needs and experiences, and provides direct services, as required. The incumbent will require a good understanding of employment services for youth, exceptional team building, community engagement, partnership building, communication skills and ideally Employment Ontario experience.

This individual will be responsible for overseeing all aspects of client service delivery with all employment programs and specific accountability for Employment Ontario services. The Manager is responsible for ongoing communication with individuals served, and families/guardians and to ensure quality employment services are provided and aligned with BGC East Scarborough's policies and procedures.

Report to: Director, Programs & Community Services

Key Duties and Responsibilities of this position include:

- Provide supervision to all employment department staff, ensuring the safety and quality of instruction, and program practices, and support the development and implementation of exemplary client services.
- Implement, monitor, and achieve contract and subcontract obligations for all employment program/ service contracts and grants, which include finances, programming deliverables, risk management, client outcomes, and reporting requirements.
- Provide leadership and expertise to the employment team in areas of assessment, case management, problem-solving, intervention, crisis management, and understanding the principles, ethics of counselling and job development strategies.
- Develop curriculum and implement effective programs in life skills, employment and skill development and outreach initiatives in conjunction with program staff.
- Oversee the recruitment, registration, record-keeping, and retention of program/ service participants.
- Monitor program/ service progress against both programmatic and budgetary targets, making adjustments to program design as necessary.
- Work directly with clients, as required, to provide backup support and conduct relevant workshops when needed.
- Participate in the development and implementation of an effective outreach strategy to create and enhance relationships with community partners, funders, and employers.
- Prepare and submit required quantitative and qualitative program reports as scheduled by agencies and funders.
- Write grant applications and funding proposals that include detailed work plans, budgets and business plans.
- Consolidate weekly, monthly and project-end reports.
- Undertaking other tasks as assigned.

Qualifications:

- Degree or Diploma in one of the Human Service professions i.e. Social Services, Social Work, Public or Business Administration.
- 3+ years' experience in project management, strategic planning, leading a team of diverse staff; including hiring, scheduling, training, supervising, managing performance, and implementing change.
- Demonstrated ability to motivate, lead and supervise staff and to work effectively with limited supervision.
- Experience with Employment Ontario is preferred.
- Financial competency including experience developing, reviewing and monitoring budgets.
- Solid knowledge and understanding of local labour market trends and community services networks.
- Knowledge of career and employment counselling and/or job development is an asset.
- Possess strong program design and implementation skills.
- Experience in community development and community capacity building are essential.
- Experience in grant/ proposal writing with an ability to produce and manage budgets.
- Excellent strategic thinking/ strong written and oral communication skills.
- Proven project management planning/ organizational and project leadership experience.
- Excellent time management and multi-tasking skills.
- Able to identify barriers to services to promote equity and inclusion for a diverse client population.
- Ability to prioritize and appropriately identify and respond to urgent situations while meeting competing deadlines.
- Experience with online service delivery, computer proficiency, keyboarding skills and other related technology is considered an asset.
- Ability to travel to all service locations, employer sites, outreach, and networking events.
- Current Standard First Aid and CPR.
- High Five Certification or willingness to obtain.
- Current Vulnerable Sector Police Check.

Job Code: Manager EPS 2025

Hours of work: 37.5 hours per week

Please submit resume to: pc@esbgc.ca

Thank you for your interest. Only applicants selected for an interview will be contacted. BGC East Scarborough is committed to the principles of employment equity and encourages applicants from all Human Rights protected groups. We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the application process.