

## **DIRECTOR OF PROGRAMS & OPERATIONS**

FULL TIME POSITION-35 hours per week

SALARY RANGE: \$85,000 – \$100,000

AND HOOPP (HEALTHCARE OF ONTARIO PENSION PLAN)

### **ORGANIZATIONAL OVERVIEW**

Fontbonne Ministries is a non-profit community based charitable organization that offers diverse programming in an accepting, inclusive environment. Our priority programming includes the provision of affordable housing, access to essential services including food, clothing and hygiene products, and welcoming community space to foster connections through drop-in and friendly visiting services. Populations served include seniors, vulnerable persons, and people experiencing social isolation.

Fontbonne Ministries was founded in June 2000 by the Sisters of St. Joseph of Toronto to respond to changing societal needs. Sponsorship of Fontbonne Ministries was transferred to Catholic Health Sponsors of Ontario (CHSO) in 2022.

### **POSITION OVERVIEW**

The Director of Programs & Operations will play a pivotal role in leading Fontbonne Ministries into its next phase of development. This is an exciting opportunity for an individual who is passionate about making a difference in the community, possesses strong leadership skills, and has the vision to drive growth and change within the organization. The Director will be responsible for overseeing all programmatic and operational aspects of Fontbonne Ministries.

### **AREAS OF ACCOUNTABILITY**

**Financial Management & Accountably:** Develop and manage budgets, allocate resources effectively, and ensure financial sustainability and potential growth.

**Innovation and Growth:** Identify opportunities for innovation, seeking ways to expand and improve services in alignment with the organization's mission.

**Strategic Leadership:** Leads the implementation of Fontbonne's programmatic strategic directions incorporating best practices and responding to future trends and priorities.

**Program Planning & Development:** Guide and collaborate with program leads to design, implement, and evaluate current programs and opportunities for service growth and expansion.

**Operational Oversight:** Manage the day-to-day operations of Fontbonne Ministries, ensuring efficient and effective utilization of resources, including human, financial, and physical infrastructure.

**Stakeholder Engagement:** Cultivate and maintain relationships with partners, donors, volunteers, and community members who are committed to supporting Fontbonne's priority population(s).

**Change Management:** Continue to support the organization through the process of change, adapting to evolving community needs and strategic priorities.

**Human Resource Management:** Determine the future personnel needs of the volunteer/student program, ensuring the organization has the necessary human resources, including staffing, to deliver quality services effectively.

**Team Leadership:** Mentor, motivate, and manage a team of dedicated personnel members, fostering a positive and collaborative work environment.

**Quality Assurance and Compliance:** Ensure the personnel complies with all internal policies and procedures and that the organization is alignment with external relevant laws, regulations, and reporting requirements.

## **QUALIFICATIONS**

### **Education & training**

Bachelor's degree in a relevant field; Master's degree preferred.

First Aid/Level C CPR Certificate (or willingness to obtain)

De-escalation or Crisis Prevention Intervention (CPI) training

Training in human resources, organizational development, and leadership facilitation is an asset.

### **Skills & Experience**

Proven experience in leadership roles within the nonprofit sector, with an understanding of community development and social services.

Strong understanding of program development for Fontbonne's priority programming including food security, drop-in service, housing, and friendly visiting services.

Excellent communication and interpersonal skills, with a focus on empathy and cultural sensitivity.

Proficient in financial management and seeking out grant opportunities, particularly for services aimed at addressing poverty and homelessness.

Change management experience and the ability to foster the uptake of organizational change.

Experience in volunteer/student program implementation and management.

Proficiency in the use of computers and various software applications including Microsoft Office.

### **Personal Attributes**

Passion for and commitment to addressing the unique needs of the unhoused and marginalized populations, guided by the values of compassion and social justice.

Empathetic and culturally sensitive, with a strong sense of social responsibility.

Visionary thinker with the ability to develop innovative solutions.

Collaborative, team-oriented, and adaptable in a changing environment.

**Working Conditions:**

- Comfortable working in a faith-based environment
- Onsite work is required most of the time with the occasional on-call responsibilities
- Some evening and weekend on-call availability may be required
- Use of a car an asset.

**Fontbonne Ministries values inclusivity and diversity in the workplace. We are committed to providing accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act ("AODA"). To apply, please forward your CV in one pdf file to [hire@fontbonneministries.ca](mailto:hire@fontbonneministries.ca) noting "Director of Programs & Operations" on the subject line. If you require accommodation during any stage of the recruitment process, please note that in your email to [hire@fontbonneministries.ca](mailto:hire@fontbonneministries.ca). While we thank all applicants, only those selected for an interview will be contacted.**