

Youth Employment Services Manitoba (YES) is seeking a permanent full-time Program Manager to join our Futures Forward team. Futures Forward is a collaborative program between YES, Community Financial Counselling Services, and Canadian Mental Health Association - Winnipeg and Manitoba that provides holistic, wrap-around transitional supports to youth ages 15 to 29 in or from care across Manitoba.

The Program Manager leads the delivery of the Futures Forward program at YES and works directly with Futures Forward leadership and front-line staff at all three partner agencies to maintain and monitor all aspects of the program.

Position: Program Manager

Hours: 37.5 hours per week (Monday – Friday, 8:30 a.m. – 4:30 p.m.)

Start date: ASAP

Salary: \$25.65 – \$28.50 per hour

Benefits: Group health and dental plan | Employee assistance program | Three weeks paid vacation

Location: Youth Employment Services, 614 – 294 Portage Ave, Winnipeg, MB

Specific Responsibilities:

Reporting to the Executive Director, the Program Manager is responsible for:

Operations Management

- Coordination of Futures Forward staff and leadership meetings by setting agendas, taking minutes, and managing following-up tasks.
- Manage strategic planning, annual planning, and quarterly goals with the collaborative.
- Support oversight of front-line staff activities ensuring priorities and service delivery standards align with program guidelines, and strategic and annual plans.
- Update program documents for the Futures Forward program to meet the needs of frontline staff, the leadership team, and the program funders.
- Creation of quarterly goals and supporting staff in achieving the program goals.
- Oversee month and year-end reporting by ensuring continuous and accurate data entry into a centralized database, work to ensure monthly targets are being met.
- Ensure effective and efficient day to day operations of the Futures Forward program and report any concerns to the Executive Director.

Human Resources

- Provide direct supervision and leadership to YES Futures Forward front-line staff, as well as volunteers and practicum students supporting Futures Forward activities.
- Mentor and evaluate direct reports through regular check ins, performance reviews, and ongoing leadership.
- Support recruitment, onboarding, and orientation of Futures Forward staff.
- Facilitate effective team work among Futures Forward staff through consistent communication through a variety of mediums, set clear expectations and guidelines for processes and procedures, follow up with individual execution, and provide feedback and support, as needed.

Contract & Financial Management

- Liaison for the Futures Forward program, leadership team, and funders.
- Maintain effective working relationships between all three partner agencies.
- Update annual government contract and submit for funding renewal.
- Draft and submit annual, quarterly, and narrative reports to funders, as required.
- Create, communicate, manage, and report on annual budgets as required by YES and program funders.
- Develop strong relationships with foundations, private funders, and the government with the purpose of disseminating current program opportunities and plans for future programming.
- Identify opportunities for program expansion, increased revenue, and enhancing operating procedures to support growth and efficiencies to drive the sustainability and growth of the program.

Evaluation & Reporting

- Ensure all applicable data is tracked and filed correctly and securely; maintain all files and records in accordance with YES policies.
- Oversee development and execution of all Futures Forward program evaluation activities, analyze evaluation results, and put forward recommendations for program enhancements.
- Coordinate evaluation activities with staff, participants, and identified stakeholders to gain an understanding of strengths and areas of improvement for the program and create a plan(s) to implement recommendations.

Community Outreach & Youth Engagement

- Liaise with Child and Family Services (CFS) and Workforce, Training, and Employee (WTE) to acquire pertinent information and resources to support Futures Forward activities and clients.
- Build and maintain strong working relations with partners and community stakeholders to create a network of resources and support aimed at improving outcomes for youth in or from government care.
- Identify, initiate, and develop relationships with a broad range of community sectors including municipal and provincial communities, all levels of government, other non-profit organizations, funders, and business organizations.
- Represent the organization at community meetings, outreach events, and workshops, as required.
- Coordinate Youth Advisory Council meetings to gather input and feedback to inform Futures Forward programming and service delivery.
- Utilize the Youth Advisory Council to develop communications material, such as posters, brochures, and infographics to increase awareness of various internal and external opportunities and programming.
- Manage all digital communications for the Futures Forward program, including Facebook, Instagram, Canva, and Constant Contact.
- Utilize the Futures Forward website and other digital platforms to inform stakeholders of important and relevant information about youth transitioning from foster care into adulthood.

The Program Manager will possess the following qualifications and attributes:

- Post-secondary degree, certificate, or diploma in a relevant discipline. A combination of education and previous experience will be considered.
- Robust understanding of program development, strategic planning, evaluation, project coordination, and event planning.
- Minimum two years management and supervisory experience of staff, students, and/or team leadership experience.
- Strong working knowledge of the Child Welfare System, including interventions, community support, and

processes of transitioning from care, as well as understanding of cultural diversity of the care system and colonial history that continues to impact Indigenous people.

- Strong working knowledge of the barriers youth transitioning from government care face in relation to employment, education, health, finances, community and/or family connection.
- Excellent interpersonal skills with the ability to relate and communicate with folks with different learning, communication, and strengths.
- Strong understanding of the Freedom of Information and Protection and Privacy Act and ability to maintain a high degree of discretion and confidentiality.
- Demonstrated skills in written and oral communication with experience writing comprehensive program reports and funding proposals.
- Comfortable working with a wide variety of people exercising a non-judgmental, respectful approach; ability to handle conflict and difficult situations in a professional manner.
- Adaptable, flexible, and quick to absorb and retain information.
- Significant understanding of trauma-informed practice and how it applies to working with youth with lived experience.
- Organized, detail-orientated, and strong time management skills.
- Approachable, comfortable, and self-aware when communicating with youth while maintaining a professional approach both in a one-on-one and group setting.
- Self-motivated, self-reliant with an ability to work independently, yet an enthusiastic team player with proven capacity to show initiative and take responsibility.
- Proficiency with Microsoft Office Suite, including Office 365; excellent computer and keyboarding skills.
- Valid Class 5 Drivers' License and access to a vehicle is an asset.

This position requires a current satisfactory Criminal Records Check (including Vulnerable Sector Search), and Child & Adult Abuse Registry as conditions of employment. A security check is considered current if it was obtained no more than six (6) months prior to the start of employment. Only original copies of the CRC, CARC, and AARC will be considered acceptable for the purposes of this policy.

YES requires all staff to be fully vaccinated for COVID-19. This requirement applies whether you are working remotely or on-site.

We are committed to a workforce that reflects the diversity of those we serve. We encourage applications from all qualified individuals including applications from all cultures, racialized communities, abilities, diverse sexual and gender identities and others who may contribute to the further diversification of ideas. If you identify as First Nations, Métis, Indigenous, racialized, a member of the LGBTQIA2S+ community, a person with a disability, and/or a member of a marginalized community (i.e. Foster Care), you are encouraged to indicate this in your cover letter. We are committed to accommodating applicants with disabilities throughout the recruitment process and will offer reasonable accommodation to individuals participating in the selection process upon request.

YES provides free, inclusive employment services for youth ages 16 to 29. Our purpose is to help youth realize their potential to become self-sufficient. We strive to create a warm and welcoming environment for clients, community members, and staff. We meet people where they are and for who they are.

YES offices are located on Treaty One territory, on the traditional territory of the Anishinaabe, Cree, Oji-Cree, Dene, and Dakota Peoples, and the Homeland of the Metis Nation.

Please email your cover letter and resume to hiring@yesmb.ca, including "Program Manager" in the subject line. Applications will be accepted until 11:59 p.m. on May 4, 2022.

We thank all who apply but only those selected for an interview will be contacted.