



Senior Manager, Program Services

North York Harvest Food Bank is the primary food bank for northern Toronto, distributing more than two million pounds of food last year through 77+ neighbourhood programs. An independent, charitable organization, we envision a community where all members are able to meet their food needs. Our efforts are focused in three major areas: developing dignified community food programs, creating public awareness about hunger and its causes and engaging the community in deciding how best to meet its food needs. The Senior Manager, Program Services is responsible for overseeing North York Harvest's direct service programming through our three community food spaces.

Responsibilities

- Managing North York Harvest Food Bank's direct service programs at our Community Food Spaces; ensuring programming meets NYH's Standard of Service and health and safety policies
- Developing policies, procedures and programming that helps achieve NYH's strategic goals
- Overseeing, mentoring, managing a staff team of 5-8 individuals
- Fielding and responding to concerns and complaints regarding direct service programming
- Building capacity through training, education, and leadership development (e.g. through professional development workshops and on-site mentoring)
- Developing recommendations on structures and procedures to better support direct service programming
- Creating new cross-sectoral partnerships (e.g. by actively developing and cultivating relationships with local service providers) and growing and strengthening existing relationships and strategic partnerships that are mutually beneficial and grounded in trust and respect
- Managing a program budget
- Submitting regular program reports
- Representing North York Harvest Food Bank at neighbourhood councils and committees where relevant and appropriate
- Staying informed about issues and trends related to food security, poverty, policy etc. that may affect our network and client base
- Actively contributing to a supportive and inclusive team that works together efficiently, effectively and respectfully
- Other duties as assigned



Qualifications*

- University or college education in social sciences or related field, or equivalent education, training and/or professional experience
- 1-3 years' experience managing staff or volunteers in a non-profit setting
- Demonstrated understanding of community development principles
- Commitment to and understanding of Anti-Oppression and Anti-Racism policies and practices
- Experience working with programs that serve marginalized and low-income individuals
- Experience recruiting, engaging and supervising volunteers
- Ability to establish and maintain effective working relationships with diverse stakeholders
- Strong problem solving and analytical skills
- Good written and verbal communication skills
- Knowledge of food security and poverty issues
- Experience managing program budgets an asset
- Food handling certification is an asset
- Familiarity with northern Toronto is an asset
- Some evenings and weekend work required

* North York Harvest Food Bank is committed to employment equity and encourages applicants from equity seeking groups. We recognize a range of lived and work experience as being valuable to our work and encourage interested parties to apply.

Reporting Relationship: The Senior Manager, Program Services will report to the Director of Operations

Hours: 37.5 hours per week, full time permanent

Salary: \$55,000-\$65,000 per year, plus benefits

Please submit a cover letter and resume to Sahar Ghafouri, sahar@northyorkharvest.com by Friday August 3rd, quoting job title in subject line.

We thank all applicants for their interest, however, only those to be invited for an interview will be contacted.

North York Harvest Food Bank, 116 Industry St, Toronto, Ontario, M6M 4L8. www.northyorkharvest.com