



Position Title: Senior Manager, Program Services

Department: Operations

Reports to: Senior Director, Operations

Direct Reports: A team of 6-8 frontline programs staff including placement students and seasonal staff.

Organizational Profile:

Since 1986 North York Harvest Food Bank has been the primary food bank in northern Toronto. Last year, we distributed over 3 million pounds of food through our 35 member agencies running over 70 community programs.

An independent, charitable organization, we envision a community where all members are able to meet their food needs. Our mission is to engage our community in meeting the food needs of northern Toronto by providing dignified food assistance, education, focused advocacy, and long-term food solutions. We believe in access and inclusion, collaboration, integrity, and excellence.

Position Summary

North York Harvest Food Bank ("NYHFB") is seeking a Senior Manager, Program Services to oversee our direct service programming at four community food spaces. This role includes managing a team, developing policies, ensuring programs meet NYHFB standards, and fostering key community partnerships. The Senior Manager will also be responsible for budget management.

Hours:

37.5 hours per week

Compensation:

Salary Range is \$86,150 - \$101,353 annually, plus comprehensive extended Health and Dental Benefits (after 3 months), defined benefit pension, and three weeks paid vacation.



Key Responsibilities + Duties:

- Managing North York Harvest Food Bank's direct service programs at our Community Food Spaces; ensuring programming meets NYHFB's Standard of Service and health and safety policies
- Overseeing evaluations and adapting programming accordingly: responding to evaluation findings by implementing changes that reflect community needs, ensuring programs remain relevant and impactful. Committing to continuous evaluation and leveraging insights to inform future planning and strategy development.
- Developing policies, procedures, and programming that help achieve NYHFB's strategic goals and align with our Theory of Change
- Overseeing, mentoring, managing a staff team of 6-8 individuals, plus placement students and seasonal staff
- 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)
- Recommending structures and procedures to enhance direct service programming
- Maintaining and growing cross-sectoral partnerships (e.g., by actively cultivating relationships with local service providers) while strengthening existing partnerships with organizations and public entities, such as the City of Toronto and the Toronto Public Library, to ensure they remain mutually beneficial and grounded in trust and respect
- Managing a program budget
- Providing monthly updates to NYHFB's Leadership team and playing an active role as part of NYHFB's Management Circle
- 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: Knowledge/Skills/Abilities

- Demonstrated understanding of community development principles
- Commitment to and understanding of Anti-Oppression and Anti-Racism policies and practices, including a dedication to fostering respectful relationships with Black, Indigenous, and other People of Colour (BIPOC) communities, and integrating principles of reconciliation, equity, and decolonization into the work.
- Experience working with programs that serve marginalized and low-income individuals
- Experience recruiting, developing and supervising both staff and 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 an asset
- Experience managing program budgets an asset
- Food handling certification is an asset
- Familiarity with northern Toronto is an asset

Education

- University or college education in social sciences or related field, or equivalent education, training and/or professional experience

Experience

- 2-5 years' experience managing staff or volunteers in a non-profit setting



Working Environment and Conditions

- The position is full-time
- Ability to work evenings and weekends may be required
- Physical environment: Typical office and typical office equipment; and work in multiple office and community settings, in shared space and artificial lighting
- Majority of work will be on-site at various locations and travel between sites may be required. Occasional remote work may be permitted depending on schedules
- To be able to work remotely, the incumbent must have access to a stable internet connection
- In order to work on site, incumbent must be willing to follow NYH's Health and Safety protocol.

Physical and Sensory Demands

- Extended periods of desk work
- Standing during public events and program activities
- Engaging in repetitive and/or precise hand/finger movements
- Strong attention to detail
- Bending and twisting as needed
- Ability to lift up to 35 lbs. / 16 kg.
- Proficient operation of various equipment, including computers and office devices (e.g., photocopier, telephony, etc.)
- Exposure to household products and various scents may be encountered in the workplace.

All interested candidates should submit a cover letter and resume to Sahar Ghafouri, Senior Director, Operations at sahar@northyorkharvest.com by Friday, April 18th 2025

NYHFB is committed to employment equity and encourages applicants from equity-seeking/equity-deserving groups. We recognize that lived experience is as valuable as formal education and as such encourage members of the NYHFB community to apply (employees, volunteers, community partners, and/or clients). We strive for a workplace that reflects the diversity of the community we serve and in which we live.



NYHFB has an accommodation process in place. Applicants requiring accommodation because of a disability or medical need are asked to make their needs known in advance. Information received related to accommodation requests will be treated with confidentiality.

We welcome all applicants, however only those invited for an interview will be contacted.