



INTERNAL / EXTERNAL

Position:	Training and Development Manager, Employment and Training Services (ETS)
Type:	Full-Time, Permanent, Non-Bargaining Unit
Number of positions posted:	1
Rate:	\$60,879 - \$67,216 per year
Number of Hours:	37.5 hours per week
Supervisor:	Senior Manager, Employment and Training Services
Posting Date:	October 2, 2020
Application Deadline:	October 16, 2020
Location:	145 Front Street East, Lower Level Unit #2, Toronto ON

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for over 125 years. We work in partnership with individuals from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at www.fredvictor.org. Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

Fred Victor Centre is currently looking for an Employment and Training Services (ETS) Training and Development Manager to join the ETS team. The Training and Development Manager plays a critical role at ETS. Reporting directly to the Senior Manager, Employment and Training Services, the Manager has primary responsibility for current program management and new program development. The Manager is also responsible for relationship building and networking within a variety of stakeholders, to identify employment and learning needs and develop training solutions.

This role will provide strategic leadership and operational oversight to diverse employment and training programs. The Training and Development Manager develops, maintains and ensures the implementation of programming at Employment and Training Services that provides training and direct employment to people with lived experience of homelessness. This includes Toronto Employment and Social Services training (TESS), the Social Service Training and Employment Program (SSTEP), and the Food Services Café Peer Worker program.

The Training and Development Manager is responsible for the implementation, management, supervision and evaluation of ETS' programs in accordance with standards set out by the organization and relevant funders. As a member of the team, the Manager participates in strategic planning and budgeting initiatives in addition to problem solving.

Responsibilities:

Program Management:

- Responsible for the implementation, management, supervision and evaluation of all activities of the programs under leadership.
- Responsible for the supervision and management of the data management software(s).
- Compile, maintain and report on the monthly, quarterly and annual program statistics.
- Analyze trends in programs, identifying issues and developing and recommending solutions to the Senior Manager, Employment and Training Services.
- Implement, manage, supervise and evaluate all activities related to programs.



- Develop, implement and evaluate recruitment strategies to expand the number of volunteers to support the program.

New Program Development:

- Working with the leadership team and other staff, the incumbent is responsible for developing and tracking opportunities for new program development appropriate to ETS' capabilities and objectives as defined in ETS' Strategy, Work Plans and other relevant documents.
- Supports the development, writing and timely delivery of proposals to public and private funding organizations, based on emerging opportunities throughout each fiscal year.
- Participates in the annual program development planning process, including reporting on the past year's outcomes and accomplishments and future initiatives, and setting criteria for undertaking new directions and approaches consistent with ETS' Strategic Plan.
- Staying abreast of current and future program directions and funding prospects of various funders.
- Working collaboratively with the development and program management teams in generating new opportunities to build upon, broaden and diversify ETS' funding base.
- Establish linkages and provide senior leadership with relevant community partners to develop innovative ideas to meet current and evolving client needs.

Budget & Administration

- Participate in ETS' budget planning and projections and monitor multiple program budgets.
- Responsible for the development of ETS and program business plans.
- Prepare program specific budgets and financial reports.
- Participate and lead where appropriate ETS management meetings, ETS team meetings, Case Management Meetings, Team Member supervisions and other general staff meetings.

Human Resources Management

- Direct, plan and coordinate the work of the ETS program staff including supervision and evaluation, training and team building.
- Organize and attend team/program meetings to maintain effective communication.
- In consultation with Senior Manager, responsible for the selection, hiring, coaching, training and performance management of the ETS team members.
- Share on a regular basis with the ETS team, professional development and training opportunities, Ministry updates and releases.
- Ensure that ETS team members remains motivated and engaged in ongoing learning and skills enhancement opportunities to better serve the needs of clients.
- Ensure that ETS team members' relations and work conditions promote a barrier-free, non-discriminatory environment which is consistent with the agency's anti-racism, anti-discrimination/harassment policies.
- Develop and implement policies and procedures governing the operation of the agency's employment and training sites.



Local Community

- Represent ETS in community activities and in organizations dealing with issues of concern to ETS and clients.
- Maintain appropriate relationships with all major constituencies of ETS (e.g. local service providers, funders, regulatory bodies).

- Other duties as required and assigned.

Qualifications:

The Manager, Training and Development will be thoroughly committed to Fred Victor's Employment and Training Services' strategy and mission. All candidates should have demonstrated leadership, coaching, and relationship management experience and strong demonstrated success managing funder relationships. All Candidates must have experience in non-profit program management across employment, training or other related programs.

- Program Leadership and Management: This individual will have taken a hands-on approach in leading a variety of initiatives while supervising various team members. The ideal candidate will have a track record of effectively leading a performance-based and outcome-based program and team.
- Team Building and Development: The successful candidate will have recruited, managed, and developed a strong team of staff. This individual will serve as a "player/coach" to motivate and mentor their team.
- Exceptional Communication and Influencing Skills: As a voice/advocate of Fred Victor's Employment and Training Services, the Manager will have strong written and verbal communication skills. They will be a persuasive, credible, and polished communicator with excellent interpersonal and multidisciplinary project skills. This individual must work collaboratively with internal as well as external partners and other organizations, providing exposure for program impact in a variety of media outlets.
- Advanced degree, and/or at least 3 years of management experience in the not-for-profit sector.
- Unwavering commitment to quality programs and excellence in organizational and program management with the ability to achieve strategic objectives, and manage a budget.
- Strong demonstrated program development experience with the ability to engage a wide range of stakeholders
- Experience having worked with a high-performance, collaborative, constructive peer group.
- Ability to work effectively in collaboration with diverse groups of people.
- Integrity, positive attitude, mission-driven, and self-directed with demonstrated passion for Fred Victor's mission and commitment to working collaboratively with a team of professionals.
- Solid judgment and apparent leadership skills.
- A team player, who can interrelate and operate effectively with peers and other associates within a collegial, yet demanding, work environment.
- An individual who is able to handle a variety of constituencies, manage multiple tasks simultaneously and thrive in a complex environment with multiple priorities.
- Impeccable integrity and strong work ethic.
- Strong analytical skills



Scope of Supervision:

Responsible for the supervision of 8 full-time staff, 2 part-time/relief staff and Peer Workers in various FV program sites.

Working Conditions:

The Training and Development Manager will work at the Fred Victor Employment and Training Services office and attend meetings and events outside of the office as necessary. The work involves interacting with a wide range of people and involves regular stress and handling multiple demands effectively.

Please submit a resume and cover letter detailing how you meet the job requirements by e-mail no later than:

Friday, October 16, 2020 to:

Nancy Bolton, Senior Manager - ETS: ets@fredvictor.org

Applicants should quote the job title in the subject line.

NO PHONE CALLS, FAXES OR MAILED RESUMES PLEASE.

We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.

The successful candidate will be required to provide a current police reference check prior to being hired.

Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality