



INTERNAL/EXTERNAL

Job Title: Senior Manager, Special Projects (Project Manager)

Position Type: Full time, permanent, Non-Bargaining Unit

Number of Positions: 1

Rate: \$69,576.00 - 79,930.50 per year, with annual increases within this band

Vacation: 4 weeks to start

Benefits: Group benefits with Life Insurance, AD&D, Extended Health and Dental Care with premiums 100% paid by the employer, LTD with premiums 100% paid by employees; paid sick leave and float day

RRSP: RRSP with 6.5% employer contribution and 4% employee contribution after successful completion of probation

Hours: 37.5 hours per week

Supervisor: Vice President, Programs and Services

Posting Date: January 23, 2023

Application Deadline: February 7, 2023

Location: 300-36 Lombard Street, Toronto with hybrid work arrangements available based on coordinated activities

Why Fred Victor (FV) and the role?

For over 125 years, Fred Victor has been a leader in providing place and purpose to people in need in Toronto. Our mission is to improve the health, income and housing stability of people experiencing poverty and homelessness. We are committed to ending chronic homelessness. This is an ambitious and bold goal, but we believe, achievable.

The Senior Manager, Special Projects, reports to and is the right hand to the Vice President, Programs and Services (VP, P&S Office) in supporting the work to enhance the Programs and Services department, that represents 90% of the organization's staff and the work that supports clients. Adept at critical thinking and analysis, good judgement and discernment, strategy, initiative, and impeccable planning and follow-through, this role works collaboratively with other members of the department to engage internal and external stakeholders; in project managing initiatives to improve quality, practice, standards, and the client and staff experience.

The Senior Manager, Special Projects is a skilled writer and communicator, adaptable, solution-focused and comfortable with ambiguity, challenges, unexpected outcomes, and seeing opportunities through difficult situations in achieving excellence across the Programs and Services portfolio. Advanced proficiency in the use of the Microsoft Office Suite, client record databases, quality tools, project management practices and creative presentation software are essential skills in this role.

Does this sound like work you want to be a part of?

We offer a collaborative environment, an opportunity to join a diverse team of caring professionals and a chance to make a difference. With over 60 programs and services and more than 21 sites, there are lots of opportunities to grow your career with us.

What You Will Do (Position Summary):

Project Management and Engagement Activities

- Develop accessible and visually maintained work plans for key strategy initiatives of the VP, P&S Office
- Ensure diligent completion of required tasks in a timely manner and when time-sensitive

- Review of large documents and researching information from a variety of resources, mediums, and stakeholders, to draft briefing documents or reports to and or for the Vice President, Programs and Services
- Engage with and assess internal and external environment to identify and pursue special projects to improve Programs and Services and the VP, P&S Office – maintains appropriate and relevant documentation
- Assist in drafting communique from the VP, P&S Office for Programs and Services staff and management engagement
- Supervise student placements and contracted staff/agents to enhance the VP, P&S Office capacity and offer creative project opportunities for greater outcomes

Quality Activities

- Provide continuous quality improvement lens to VP, P&S Office activities
- Coordinate with department leads to complete statistical roll-ups, using various client record systems, funder report portals and internally collected data mediums, and highlights narrative for the balanced scorecards reported to the Service Quality Committee of the Board and the Board of Directors
- Information retrieval and evaluation, collect, review, synthesize, and analyze a variety of data mediums
- Ensure privacy and confidentiality is maintained as the baseline of the VP, P&S Office
- Identify trends, areas of concern, potential risks and opportunities for the VP, P&S' attention, urgent acknowledgement, and follow-up
- Provide a loop closing lens to activities and tasks to support a broader coordinated and aligned department
- As the key project lead, developing change management plan implementation and evaluation documents
- Commitment to organizational policies, procedures, mission, vision and values
- Participate in direct supervision, team/department and all-staff meetings

What You Bring to the Team

- University degree or relevant post-secondary education and experience in a related discipline (e.g., health administration, quality improvement, business administration, project management)
- Demonstrated project management skills, working with complexity, competing projects, and time-sensitive timelines. CAMP or PMP certification preferred or has completed project management courses
- Advanced proficiency in computer skills for research, reports and presentation preparation, data analysis and quick turn-around requirements (e.g., Word, Excel, PowerPoint, Outlook, virtual meeting mediums, social media, and creative presentation software)
- 3 years of experience working in fast-paced environments with responsibility to deliver on quality improvement reporting, project management, and stakeholder engagement activities
- 3 years of working with and supporting executive priorities
- Experience within a social service or community health care non-profit organization

What Sets You Apart

- Attention to detail and able to produce clear and compelling writing with close attention to audience, goals, messaging, tone and accuracy in a variety of written material
- Highly efficient, driven, reliable, solutions-focused, creative and professional in approach
- Strong analytical and assessment skills, critical thinking, good judgement, and discernment
- Solid emotional intelligence and relationship management skills; thrives working independently and working collaboratively in teams and across departments/matrix models to achieve critical outcomes
- Working knowledge of quality improvement tools/approaches and standards and practice guidelines
- Knowledge of change management principles and practices considered an asset

Benefits

- 4 weeks of vacation to start + 1 float day
- Generous paid sick leave allowance

- A comprehensive Dental, Extended Health and LTD group benefits package includes individual and family coverage, including prescriptions, hospital accommodation, hearing care, paramedical practitioners and a wide variety of dental care. Additional insurance includes vision care and travel for emergency medical services.
- 6.5 % of your gross salary will be contributed to a group RRSP on your behalf after successful completion of probation; you will contribute 4% of your gross salary to the same RRSP
- Access to employee and family assistance plan

Work Environment

- Located at FV administrative office, 36 Lombard St., within a hoteling workspace environment
- Involves meeting with various stakeholders and may require visits to various FV sites
- Occasional evening work may be required to support meetings and engagement activities

How You Can Apply

Send your resume and cover letter by February 6th, 2023, to VPPrograms&Services@fredvictor.org with “Senior Manager, Special Projects Application” in the subject line.

- A Police Record Check is required by the final candidate prior to hiring
- All candidates offered a position with Fred Victor from September 30, 2021 onward must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation

Accessibility & Accommodation

Fred Victor is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realize their potential. As such, we welcome and encourage applicants who identify as racialized persons, Indigenous persons, persons with disabilities, and persons across the spectrum of sexual orientation and gender identities and have lived experience.

If you are a person with a disability and require accommodation and/or assistance during the application process, please contact us in advance. We strive to provide reasonable accommodations whenever requested. Information received relating to accommodation requests will be treated with confidentiality.