



EMPOWERING YOUTH
CHANGING LIVES

JOB POSTING Program Manager

Central Toronto Youth Services is an accredited, community-based Children's Mental Health Centre committed to responding to the needs of young people, their families, and the youth-serving community. We provide innovative approaches to the care of youth through advocacy, research, education, and direct-service programming.

CTYS is seeking an experienced, strategically minded Program Manager with a passion for helping at-risk youth to be part of the overall leadership and management of CTYS. This would include the assumption of broader corporate responsibilities as well as providing leadership and guidance to Program Supervisors as they oversee the day-to-day delivery of direct service to the clients. Reporting to the Executive Director, the incumbent will be skilled and comfortable in the areas of program development, workforce management and planning, quality assurance practices and accountability protocols.

Major Responsibilities:

1. Manage the planning, development and delivery of client services.
2. Participate as a member of the CTYS Management Team.
3. Develop the annual Departmental service plan and budget.
4. Ensure the efficient use of program resources.
5. Develop and manage program budgets.
6. Provide support to Supervisors as they hire, supervise, train and provide orientation to new employees.
7. Ensure program activities adhere to all relevant standards and agency policies and procedures.
8. Identify staff professional development needs.
9. Oversee supervision and monitoring of intake and staff caseloads.
10. Develop and monitor service policies.
11. Develop and implement changes indicated from program evaluations and data base.
12. Review reports from Supervisors to ensure the timely completion of client files and records.
13. Prepare periodic summary reports for the Board and Senior Management.
14. Maintain effective working relationships with community partners.
15. Represent the agency on external advisory groups or committees.
16. Assume responsibility for implementation of the Agency Strategic Plan and corporate goals.

Knowledge and Skills Required

1. Graduate degree in a discipline pertaining to human services and a minimum of 5 years of related management experience.
2. Demonstrated ability to plan and deliver on agency objectives.
3. Demonstrated ability to motivate and empower a dedicated and talented team of Supervisors and Staff.
4. Familiarity with related government legislation pertaining to service areas, such as the Child and Family Services Act, Youth Criminal Justice Act and the Education Act.
5. Strong knowledge base pertaining to individual, family or group counseling, adolescent development, intervention techniques and case management.
6. Knowledge of the Youth Justice System.
7. Understanding of needs of LGBT clients.
8. Proven program administration skills and clinical supervision skills.
9. Computer literate with knowledge of client data bases.
10. Excellent written and verbal communication skills.

Salary Range: \$64,374.97 - \$76,867.08

Please submit a written application with resume by Friday, June 12th, 2009 to:

**Joan Marshall,
Director of Administration and Human Resources
Central Toronto Youth Services
65 Wellesley Street East, 3rd Floor
Toronto, ON M4Y 1G7
Fax: (416) 924-2930 Email: joanmarshall@ctys.org**

We thank you for your interest. Only those applicants to be interviewed will be contacted.

CTYS is an equal opportunity employer and encourages applications from people representing diverse ethno-cultural backgrounds.

