



Job Posting: Programs Manager

Sandgate Women's Shelter of York Region Inc. is a feminist organization, dedicated to empowering all persons who identify as women and their children through safe shelter, resources, information and advocacy in order to eliminate violence in their lives. Established in 1992, Sandgate Women's Shelter of York Region strives to meet the needs of all women and their children in an inclusive and respectful manner.

Job Title: Programs Manager

Number of positions: 1

Terms: Fulltime (40 hours per week) plus benefits. This is a non-unionized position. Must be available to work onsite at Sandgate Women's Shelter sites (Jackson's Point and Richmond Hill shelters and transitional housing units). Some evening and weekend availability may be required.

Compensation: \$87,360.00 to \$95,680.00 annually

The Programs Manager works in co-operation with all staff at Sandgate Women's Shelter of York Region and reports to the Executive Director.

Major Responsibilities

The Programs Manager is responsible for the management, development and evaluation of all shelter programs, transitional housing, and service delivery. The Programs Manager also ensures that programs and services are maintained. The Programs Manager is based within Sandgate's Shelter Programs, but also provides management support to Sandgate's transitional housing services. Sandgate Women's Shelter of York Region Inc. works within a harm reduction, feminist, and intersectional framework, following the mission, vision, and guiding principles of the organization.

Personnel (Shelter Programs) leadership and support

- Provides leadership, direction, support, training and direct supervision (including regular supervisory meetings and performance appraisals) to all shelter program personnel
- Creates and maintains a staff team approach which values diversity, intentional integration of diverse perspectives, collaborative sharing and learning
- Participates in hiring, orientation, and frontline guidance for shelter program personnel, in consultation with the Human Resources Manager and the Executive Director
- Coordinates and leads training and professional development for program staff in response to organizational, service delivery and staff needs
- Coordinates and leads team building activities for program staff
- Ensures organizations' policies and procedures (including public health and safety standards) are communicated to program staff, and are carried out consistently by program staff

Sandgate team leadership and support

- Maintains a collaborative working relationship with all shelter and community programs staff
- Provide advanced case consultation and guidance to staff supporting women and children with complex needs
- Serves as a resource support to staff team and Executive Director, particularly in areas related to frontline service delivery management
- Reviews and approve staff schedules, timecards, overtime, and accruals

- Ensures incident reporting, WSIB documentation, and health and safety protocols are completed as required
- Active participation in the management team
- Maintains a collaborative working relationship with shelter supervisors; supports effective and shared personnel management
- Ensures adherence to the terms of the Collective Agreement (the Collective Agreement guides the employer's relationship and employee rights of all unionized frontline staffs)
- Participate in the Collective Bargaining process as required
- Provides representation on community coalitions, committees, and relevant community and/or special events
- Develops and maintains strong relationships with community agencies, housing providers, and service networks
- Provides presentations and public speaking to various audiences, as requested
- Works collaboratively with partnering agencies in the region/province

Shelter maintenance, support and safety

- Reviews and maintains all records related to required, scheduled, accomplished, outstanding and emergency site tasks, using both digital and paper record-keeping
- Support assessment and coordination of outdoor maintenance tasked to the House Coordinator
- Ensures that scheduled testing of emergency procedures and equipment (ie. quarterly fire drills) are conducted as per Sandgate's Health & Safety policies and procedures; and ensure that Public Health policies are implemented and up to date conducted as per Sandgate's Health & Safety policies and procedures
- Provides leadership and supervision of the House Coordinator, who coordinates essential shelter maintenance

Programs: Development, Delivery and Evaluation

- Develops and manages a program evaluation system, ensuring consistent, client-focused quality service
- Provides leadership in identifying quality improvement needs, recommending quality improvement actions, and plans for improved service delivery
- Create an annual work plan of required trainings for frontline staff, e.g. CPR and First Aid; food handling certification; Naloxone; training related to safety standards and public health standards
- Create an annual work plan of other training and professional development for frontline staff
- Keeps clear records, and reports to the Executive Director on the above

Administration, documentation and reporting

- Maintains organized program, supervision, and operational records
- Ensures accurate maintenance of client records and databases (e.g., WISH) and compliance with funder and legislative requirements
- Monitor program performance and progress toward targets, identify emerging risks or barriers, and implement timely interventions to address them
- Provides updates to Sandgate team members and Board on accomplished work, and flags program performance concerns/areas for improvement
- Ensures program staff maintain appropriate records and statistical information, and actively foster staffs' understanding of and engagement with required statistical collection
- With guidance from the Executive Director, leads the preparation of programs reporting to funders
- Document trainings received, provide completion certificates for trained staff, identify upcoming training expirations etc.
- Assist with identification and development of program funding opportunities
- Attendance at staff meetings; provide strategic guidance and next-steps support as meeting Chair

- Attendance at joint management-staff Labour Relations meetings; provide solutions to staff concerns and next-steps support; communicate staff needs to management colleagues (e.g. Executive Director, finance) as needed
- If requested, assumes specified duties of the Executive Director, in her/their absence
- Additional duties, as assigned.

Qualifications and Skills

- Understanding of gender-based violence, particularly intimate partner violence, and its impacts on children and youth
- Direct clinical skills and experience in gender-based violence support services required
- University Degree in relevant discipline (i.e. social work, community development, program management) or equivalent experience (3-5 years management)
- Minimum 5+ years of progressive experience in the social services sector, with at least 2-3 years in a management role
- Experience and abilities in multi-task leadership, managing and supporting program team members (includes direct supervision, group facilitation, training and team building)
- Leadership skills in strategic thinking, conflict resolution, problem solving and consensus building
- Ability to provide leadership and foster compliance with all organizational policies, procedures, practices and philosophies
- Ability to support organizational practices, motivate team and co-workers, and resolve problems and conflict
- Ability to work with and support team members and clients from diverse intersections of identity (e.g., race, faith, sexual orientation, and gender identities)
- Commitment to feminist, anti-colonial, anti-racist, and anti-oppression approaches to service delivery
- Commitment to confidential and supportive client-centred services
- Ability to liaise effectively with the general public and community partners, and forge community relationships
- Ability to maintain a flexible work schedule (some evening and weekend work may be required)
- Fluency in a second language an asset
- Ability to work independently and with minimal supervision
- Foundational technology (i.e. computer and internet literacy) skills, and ability to utilize these skills to maintain records for the role
- Interpersonal and strategic skills for working within a unionized setting:
 - Proven ability to supervise staff within a unionized setting
 - Experience in interpreting and applying collective agreements
 - Experience in addressing workplace issues constructively and fairly while maintaining productive labour-management relationships
 - Bringing a collaborative approach to working and communicating with union representatives, so to support organizational objectives as well as employee needs
- Advanced project management experience and skills
- Experience working in a unionized environment an asset
- Driver's License, reliable vehicle for use while at work, and up to date insurance required
- Knowledge and understanding of the Occupational Health and Safety Act
- Strong knowledge of relevant legislation, including the Child & Family Services Act
- WHMIS certification or willingness to obtain

Application deadline: October 19, 2026 at 5pm

Please submit a cover letter and resume to:
 Lisa Peters, Administrative Assistant
 Email: LisaP@sandgate.ca

Accommodation is available on request for candidates taking part in the selection process.
 Only applicants selected for an interview will be contacted.