

Program Manager
Full Time (35 hours per week)
Job ID # 26-011

Are you looking to make a difference in your community?
Join the Norwood team and start making a difference today!

Norwood Child and Family Resource Centre is an Edmonton based non-profit organization that has been supporting children and families since 1963, with a vision of Healthy Children, Healthy Families, Healthy Communities. Our programs and services are designed to strengthen and empower individuals. For more information, visit <https://www.norwoodcentre.com>.

Position Summary

We are seeking an experienced, relationship-focused Program Manager to provide leadership, supervision, and oversight for assigned programs, services, and staff. This role provides leadership to staff who provide home visitation and case management services to support families, strengthen parenting skills, and promote healthy child development and youth wellbeing. The successful candidate will oversee program development, guide program delivery, support staff, monitor quality and outcomes, and work collaboratively with leadership, funders, and community partners.

This position requires a flexible work schedule that includes evenings and weekends as scheduled to meet the needs of participants.

Reporting to the Program Director, the Program Manager is responsible for the following:

- Provide leadership, supervision, coaching, and performance support to assigned staff
- Lead the implementation of program deliverables, workplans, funder requirements, and Norwood's Strategic and Operational Plans
- Monitor program quality, service delivery, documentation, outcomes, and compliance with agency standards, privacy requirements, and applicable legislation
- Use data, participant feedback, evaluation results, service trends, and financial information to guide planning and continuous improvement
- Prepare and review clear, accurate reports for funders, evaluation, financial reporting, leadership, and agency planning
- Manage program resources and expenditures as needed
- Build collaborative relationships across Norwood and with funders and community partners to strengthen referrals, coordination, and participant access
- Support recruitment, onboarding, professional development, and day-to-day administrative requirements for assigned staff
- Represent program, participant, and staff perspectives in planning, meetings, and decision making

The ideal candidate will possess the following qualifications:

- Post-secondary degree or diploma in Social Work, Human Ecology or equivalent
- Minimum three years of supervisory or leadership experience, including leading teams and supporting program delivery
- Experience working with community partners, funders, and collaborative service systems
- Knowledge of child, youth, family, and community-based services.
- Knowledge of family support, parenting support, healthy child development, youth well being, case management, and community-based services

- Experience with program planning, evaluation, outcome measurement, data analysis and reporting
- Strong communication, collaboration, conflict resolution, organization, judgement, and problem-solving skills
- Ability to lead using strength-based, reflective, trauma-informed, culturally responsive, and relationship-based practices
- Proficiency in Microsoft 365 and database systems
- A valid driver's license and access to a reliable vehicle
- Criminal Record Check and Child Welfare Intervention Record Check *(any findings will be reviewed on a case-by-case basis)*

The following qualifications are considered an asset:

- Program management experience in a nonprofit, family-serving, early childhood, child and youth, or community-based setting
- Experience supporting staff through reflective supervision, coaching, performance management, and professional development
- Experience working with participants from diverse cultural and socio-economic backgrounds

The starting hourly range for this role is \$34.19-\$47.75 per hour (\$62,225 to \$86,905 per year) based on a 35-hour week.

Norwood provides the following:

- Great benefits plan
- 12 sick/personal leave days per year
- Ongoing professional development
- Service recognition and employee awards

Norwood staff are guided by the following Team Charter: (SPIRIT)

- **Support** - We utilize one another's strengths to take on challenges and opportunities using positive communication, collaboration, and compassion.
- **Passion** - We have the energy, attitude, and enthusiasm to be fully committed and engaged in our work with each other.
- **Integrity** - We are honest, trustworthy, transparent, and accountable with each other.
- **Respect** - We accept others without judgment and recognize that every individual is a person of value.
- **Inclusivity** - We celebrate diversity and welcome people of all abilities, backgrounds, cultures, and perspectives.
- **Team** - We are all one group working towards improved outcomes for children and families.

If you share our values and support our mission and vision, please consider joining our team.

Norwood Child and Family Resource Centre values diversity and welcomes applications from First Nation, Inuit, Métis, New Canadian, racialized, differently abled and 2SLGBTQ1A+ communities.

To apply for this opportunity, please submit your résumé and cover letter to: careers@norwoodcentre.com

Please state in the cover letter how you align with the Norwood Team Charter and how you heard about the position.

Please include Program Manager and Job ID Number: 26-011 in the Subject Line of the email.

Closing Deadline: Until Suitable Candidate is Found

We thank all applicants for their interest, however, only those selected for an interview will be contacted.