

C5 Manager

Title	C5 Manager
Program	C5
Hours	37.5 Hours per week, Some evenings and weekends
Start Date	When suitable candidate is found
Reports to	C5 Executive Director
Probation Period	3 Months
Job ID	

Background

The C5 is a formal collaborative of 5 Edmonton agencies:

- Bent Arrow Traditional Healing Society
- Boyle Street Community Services
- Newcomer Centre
- Norwood Child and Family Resource Centre
- Terra Centre for Teen Parents

Through our integrated service delivery model, we provide a one-stop hub where people can access essential resources without navigating complex systems or multiple agencies. We are committed to building community, reducing poverty, and breaking down barriers for underserved individuals and families in North Edmonton.

Newcomer Centre acts as the fiscal agent and official employer of this position at the C5 North East Community Hub. We prioritize Justice, Equity, Diversity, and Inclusion. We engage staff, candidates, and partners to enhance experiences and foster inclusion. Our strategies encompass talent development, inclusive leadership, performance growth, and diverse talent attraction and retention. We purposefully seek individuals from diverse backgrounds, valuing intelligence, diligence, talent, and merit. Our belief in representation across the organization makes Newcomer Centre an exceptional, high-performing, and rewarding workplace.





The Role in Action:

A typical day for the C5 Manager is dynamic and hands-on, balancing operational oversight with collaboration and community connection. The day might begin at the North East Hub, checking in with staff, reviewing referrals, and resolving any facility or program issues before heading to the Clareview Recreation Centre to meet with partners or observe an FRN program in action. Midday might include attending a C5 Community of Practice meeting working with colleagues from across the collaborative to align programs, share updates, and strengthen coordination between agencies. Afternoons could involve visiting the Northgate Market to connect with volunteers, support community members, or respond to emerging needs such as food access or housing support. Each day brings something different, but all center on building relationships, solving problems, and ensuring C5 spaces remain welcoming, responsive, and connected to the communities they serve.

Position Summary:

Reporting to the Executive Director, the C5 Manager provides both strategic and operational leadership across the C5 North East Hub and its three service sites the North East Hub, Clareview Recreation Centre (Family Resource Network site), and Northgate Community Market. These spaces serve as vital community hubs where families, youth, and individuals come together to access food security supports, parenting and early childhood programs, employment and navigation services, youth engagement opportunities, and mental health resources.

The Manager oversees daily operations, ensuring seamless, consistent, and high-quality delivery of programs and services across all locations. This role emphasizes collaboration, communication, and integration among staff and partner agencies to create a unified and welcoming experience for the thousands of community members who rely on C5 each year.

The ideal candidate is a steady, thoughtful, and hands-on leader someone who can provide clarity in complex situations, strengthen systems, and guide a capable team through ongoing growth and alignment with C5's strategic priorities. The Manager must be comfortable operating in the grey areas that come with community-based work, balancing compassion with accountability, and adapting quickly to emerging needs and dynamic challenges that arise day to day.

They bring a balance of people leadership and systems thinking, fostering a culture rooted in respect, learning, and impact. This position requires flexibility, including some evening and weekend work, to support programming, events, and community engagement activities across sites.



Responsibilities:

Community Engagement & Outreach:

- Assess and identify community needs, developing and implementing activities to address them.
- Organize programs, workshops, and events that promote community engagement and inclusivity.
- Establish the C5 as a central point for the community, encouraging both formal and informal connections.
- Engage diverse community members, ensuring accessibility and participation in all activities.

Program Integration & Development

- Identify opportunities to align and strengthen programming across the North East Hub, Northgate Market, and Clareview Recreation Centre sites.
- Collaborate with C5 partner agencies to ensure shared values and principles are embedded into all programs and services.
- Develop, pilot, and adapt programs that respond to emerging community needs, particularly around food security, family support, youth engagement, and wellness.
- Establish and oversee clear intake, referral, and follow-up systems that allow families and individuals to navigate supports seamlessly between sites and partner agencies.
- Collect and analyze program data to assess impact and inform continuous improvement, preparing regular reports on outcomes, trends, and community engagement.
- Support staff and partners in integrating culturally responsive, trauma-informed, and inclusive practices across all service areas.

Leadership & Team Support

- Supervise and support staff across three service sites, ensuring consistency, communication, and quality in service delivery.
- Provide hands-on leadership through coaching, mentorship, and regular team meetings that encourage collaboration and accountability.
- Foster an environment where staff contribute creative ideas and practical solutions to evolving community challenges.

- Promote a strong sense of shared purpose and teamwork across all locations, strengthening the “one-door” approach to C5 service delivery.
- Model calm and sound judgment in dynamic or uncertain situations, supporting staff to problem-solve effectively and uphold safety and respect in all spaces.

Building Administration & Operations

- Oversee daily operations at all three sites, ensuring each space is safe, functional, welcoming, and reflective of community values.
- Manage scheduling, site logistics, and administrative functions including data tracking, petty cash, and reporting to the Executive Director.
- Support operational needs such as maintenance requests, safety procedures, and accessibility improvements.
- Lead coordination of community events, workshops, and outreach initiatives that strengthen relationships with families, schools, and local organizations.
- Actively identify and address operational or service delivery issues that impact participant experience or staff effectiveness.

Communication & Collaboration

- Maintain open communication with the Executive Director, C5 leadership, and partner agencies to ensure alignment and transparency across all operations.
- Represent C5 in external meetings, school collaborations, and community networks to build partnerships and advocate for community needs.
- Participate in and contribute to C5 Communities of Practice, supporting shared learning and consistent standards across the collaborative.
- Strengthen relationships with funders, donors, and stakeholders by sharing stories of community impact and program outcomes.
- Serve as a connector and advocate for community members, ensuring their voices inform C5’s ongoing development and priorities.

Qualifications & Experience:

- Bachelors’ Degree
- Minimum of 3 years of proven leadership experience in community programming-based setting.
- Experience developing and coordinating community programs across multiple sites.



- Strong ability to engage and work effectively with diverse cultural and socio-economic backgrounds.
- Proven experience in staff supervision, program development, and evaluation.
- Effective facilitation, conflict resolution, and networking skills.
- Well-developed oral, written, and interpersonal communication skills.
- Strong organizational and time management abilities.
- Proficiency in Microsoft 365,
- Valid driver's license and access to a reliable vehicle.
- Experience working with Indigenous and multicultural communities, with a commitment to cultural learning.

Key Competencies:

- Deep understanding of systemic barriers faced by marginalized families in North East Edmonton.
- Strong adaptability in collaborative environments, comfortable navigating complexity and ambiguity.
- Passionate about social innovation, inclusion, and community development.

Cover Letter

Please include a cover letter with your application that helps us get to know you beyond your résumé. In your letter, we encourage you to answer a few reflective questions to help us understand your fit for this role and our team:

- 1) What values or principles guide your work, and how do they align with the mission and approach of C5?
- 2) Where or how does your management or leadership experience connect to this role — especially in supporting diverse teams and community-based operations?
- 3) What draws you to working with C5, and how do you see yourself contributing to our collaborative, community-driven model?

To learn more about who we are and the work we do across Edmonton's north and northeast communities, please visit www.c5yeg.ca.

We welcome your honest reflections there are no “right” answers, only your perspective

