



# Ontario Federation of Indigenous Friendship Centres Job Description

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|-----------------|--|-----------|---------------|
| Position Title: | <b>PROGRAM MANAGER</b>   |           |               |
| Grade:          | 7  | Created:  | February 2015 |
| Workgroup:      | Managers   | Approved: | July 2018     |
| Supervision:    | Employed by the OFIFC, responsible to the policies and directions as determined by the Board of Directors and under the direct supervision of the Executive Director, or designate. Daily supervision is designated to the Program Director. |           |               |

## **VISION**

### **Primary Objective:**

To provide direct support to all Friendship Centres/Delivery Sites while managing OFIFC's programs, workgroup and program service delivery. This includes planning, developing, implementing, monitoring, reviewing and evaluating programs, initiatives, project activities, finances and ensuring fiscal and reporting requirements are competently met in a timely manner.

## **KNOWLEDGE**

### **Core Competencies:**

- **Culture** - Takes personal responsibility to increase sensitivity, awareness and implementation of OFIFC's Neha (bundle) including foundational teachings and organisational practices in both professional conduct and work-related deliverables.
- **Accountability** - Takes personal ownership and responsibility for the quality and timeliness of work commitments.
- **Critical Thinking** - Applies systematic, logical reasoning when addressing problems or situations in order to arrive at an appropriate solution or outcome.
- **Building Relationships and Strategic Partnerships** - Builds, develops and sustains business relationships / strategic partnerships that are mutually beneficial, reciprocal and grounded in trust and respect. It is recognising we are all interdependent and working towards the common good of the organisation.
- **Results Orientation** - Accomplishes established goals, delivers the outcomes required and achieves the results. It includes the efficient and effective use of all resources (time, financial, people and technology).
- **Teamwork and Collaboration** - Works collaboratively with others and addresses conflict in a win-win productive manner. This includes a mindset of sharing with others whether it is knowledge, recognition, information and skills. Working towards a common purpose for the good of OFIFC and the communities of people it serves.
- **Communication** - Effectively delivers information in a transparent, honest and clear manner. It includes actively listening, comprehending and responding appropriately when interacting with people. It is about being respectful when expressing opinions

and points of view.

**Technical Competencies:**

- Excellent interpersonal and management skills including demonstrated ability to lead and motivate staff
- Demonstrated experience in managing complex programs, initiatives and projects with multiple outcomes (includes good time management skills)
- Strong listening, oral and written communication skills
- Exceptional knowledge of fiscal management (budgets, program expenditures, etc.)

**Behavioural Competencies:**

- Strategic & Analytical Thinking
- Creativity/Innovative
- Problem Solving/Decision Making
- Planning and Organising

**Education/Work Experience:**

- Post-secondary education in Social Sciences, or related discipline combined with 3 – 5 years' experience in Program Management
- Minimum 2 years' experience at a Supervisory/Management level
- 3 – 5 years' experience working within a not-for-profit sector, preferably within an Indigenous organisation
- Program/Project Management certification is an asset

**REASON**

**Work Environment:**

Works in a safe and suitable office environment often faced with simultaneous and tight deadlines and manages multiple priorities. Varied demands for decisions and/or actions to be taken.

**Working Hours:**

Some evening/weekend hours required to attend meetings, special functions and to meet work deadlines. The job may require regular long distance and/or frequent local travel. Travel may be urgent and/or on short notice.

**ACTION**

**Scope:**

To provide program/initiatives/project management, support and effective service delivery to Friendship Centres/Delivery Sites ensuring programs, initiatives and projects are aligned with OFIFC's long-range strategic plan.

- Direct Support to all Friendship centres/Delivery Sites
- Supervises up to 8+ direct reports
- Management of program/initiative/project budgets, deliverables and reporting as delegated by the Executive Director and accountable for the results

**Key Contacts/Relationships:**

**Internal**

Primarily communicates with the Program Director for direction and approvals, program Managers, program workgroups, Research and Policy for the purposes of exchanging and sharing of information, integrating and collaborating. Also expected to

communicate with the Executive Director for direction on program parameters, development and report challenges on progress as required.

### External

Communicates with Friendship Centres/Delivery Sites, Funders, Stakeholders, Indigenous organisations and Consultants for the purposes of sharing program information, negotiation from direction, program reporting, providing feedback, collaborating and ensuring deliverables are being met.

### **Key Responsibilities:**

#### Friendship Centre/Delivery Site Support – Plan, Develop, Implement, Monitor, Review and Evaluate (50%):

- Provide direct support at assigned Friendship Centre/Delivery locations, inclusive of quarterly communication in the required manner.
- Manages programs' scope, goals and deliverables ensuring consistency with criteria established by funding sources and the vision and goals of the OFIFC;
- Plans and develops program tasks and resource requirements (time, financial, people, technology);
- Implements and monitors program resources including program changes, preparation and presentation of reports, work plans defining program progress, problems and solutions;
- Reviews and evaluates program deliverables, services and initiatives using appropriate tools;
- Integrates with all OFIFC Internal Workgroups to identify priority needs and responds to a development to support and enhance current and future program areas;
- Ensures compliance with all applicable provincial and federal laws and regulations as well as internal policies, procedures and practices;

#### Communication, Liaison and Support (25%)

- Conducts program support to Friendship Centres/Delivery sites as required;
- Builds and maintains positive supportive stakeholder and funder partnerships;
- Acts as government liaison, chairperson, trainer, facilitator, spokesperson in fora or meetings as directed;
- Integrates with other program workgroups through committees, focus groups, etc. to support joint projects/initiatives, as directed;
- Manages the production of public responsibilities and statistics summaries from the Integrated Database;
- Establishes and maintains approaches to coordinating relationships and communications at the federal and/or provincial level within area specialisation;

#### Human Resources and Financial Management (20%):

- Supervises and maintains HR responsibilities for direct reports by providing direction, coaching, feedback, training and development opportunities and implements the performance management process;
- Participates in the recruitment and selection process of non-management staff;
- Regularly conducts direct reports' performance reviews;
- Manages financial and reporting requirements of workgroup programs/initiatives/projects;

Other (5%):

- Serves as back up to other program Managers as directed;
- Maintains and upgrades professional skills;
- Promotes a healthy, safe work environment; and
- Performs other duties, related to the position, as assigned by the Executive Director or designate.

By signing this document, I acknowledge that I have read, understand and agree to the above description related to my position at the Ontario Federation of Indigenous Friendship Centres (OFIFC).

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| Employee's Name:      |  |       |  |
| Employee's Signature: |  | Date: |  |