

Policy Number: 4.11	Approval Status: APPROVED
Policy Section: Personnel	Approved By: Board of Directors
Policy Title: <b>Job Description – Program Manager</b>	
Applies to: Program Manager, RYC	Position Status: FULL TIME

**Reporting To** - Director, Routes Youth Centre

In the absence of the Director, Routes Youth Centre, the Program Manager assumes the responsibilities and reporting relationship of the Director.

**The Organization**

**Routes Youth Centre (Routes)** is a vibrant and exciting part of the Dundas (Ontario) community. For over 20 years Routes has played an important role in the lives of thousands of youth through its progressive programming, a caring presence, and advocacy in the community. Founded on the commitment to provide a safe place for youth, where they can build positive relationships in a safe, social and caring environment, Routes continues to help kids build friendships, interact with positive role models, learn skills and develop attitudes leading to successful futures.

**Overview of the Program Manager’s Role**

As the Program Manager, you will be responsible for the planning, development and delivery of youth programs focusing on providing young people with a safe place to go and guidance as they seek more satisfying and productive ‘routes’ or ways for their lives and living. With your professional knowledge of youth programming, you will identify youth-led activities and projects (both within and outside of the Centre) that will contribute to their personal development and resiliency.

You will assist the Director to carry out his/her role in community networking, public relations and presence at community events. You will play an integral role in the ongoing viability and accountability of the Centre, in supporting the board’s fundraising activities, including youth-led fundraising. You will assist the Director in building a strong team of staff and volunteers to deliver Routes programs.

The Program Manager plans, on a weekly basis, what he/she can do to share the load with the Director with respect to program and administrative activities, ensuring the most efficient use of staff and volunteer time. This plan will ensure that there is a minimum of two staff members present for all programs involving young people.

Key responsibilities also include financial stewardship, procurement and maintenance of equipment and supplies, maintenance of records and coordinating special projects as assigned.

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### Duties & Responsibilities

Percentages, noted below, are provided as an indication of the general expectations of the board and are variable, subject to the day-to-day requirements of the position and the discretion of the Director.

#### Program (65%)

1. Develop and implement youth programs through the staff and volunteer team and in consultation with the Program Committee.
2. Maintain a continuous process for assessing youth needs in the community and for evaluating the effectiveness of youth programs delivered at the Centre.
3. Plan and maintain a monthly calendar of youth programs, utilizing youth input and communicate the calendar using both paper and electronic media.
4. Develop and implement a program of nutritious meals, provided to our youth.
5. Maintain necessary equipment and supplies for the Centre within assigned budgets.
6. Establish a professional relationship and follow-up with young people in need.
7. Manage youth files, ensuring their privacy is maintained.
8. Cooperate with the Director, in sharing the workload under the Director's responsibilities.
9. Assume the operational responsibilities of the Director when the Director is on vacation, personal leave, or otherwise unavailable to provide leadership for the program or programs of the Centre.
10. Undertake any other duties as may be negotiated with the Board.

#### Networking & Public Relations (15%)

11. Advertise and promote the Centre's program(s) in cooperation with the Publicity Committee.
12. Coordinate with the Publicity Committee on the development of promotional materials.
13. Coordinate with the Publicity Committee to maintain the website, social media and other on-line information/promotion.
14. Coordinate with the Publicity Committee to create and distribute Routes Newsletter (5 X per year).
15. Assist the Director to make community presentations, as required, e.g. partner agencies, schools, churches, service clubs, etc.
16. Assist the Director in networking with other agencies partners and neighbouring youth centres, to share expertise and to leverage opportunities to collaborate on joint programs.

#### Financial (10%)

17. Manage the canteen by ensuring that items are stocked and priced fairly with youth and youth culture in mind and ensuring that profits are being accounted for on a weekly basis.
18. Participate in fund-raising for the operation of the Centre, including youth-driven fund-raising projects, following goals and guidelines approved by the Board Fundraising Committee.
19. In support of the Director and the Board Treasurer, maintain income records for the Centre, arrange bank deposits and issuance of charitable receipts.

#### Administrative & Board Support (10%)

20. Assist the Director to recruit, train, schedule and supervise staff and volunteers necessary to operate the program(s).
21. Maintain appropriate records on volunteer service, providing periodic summary reports to the Director and to the board.
22. Assist the Director to carry out monthly staff meetings, keeping appropriate minutes, etc.
23. Complete and distribute correspondence, including thank you letters, with stakeholders.
24. Coordinate day-to-day facilities issues resolution with the City of Hamilton (building owner), with support from the Facilities & Equipment Committee, as required.
25. Procure and maintain the Centre's equipment & supplies.

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26. Participate in and contribute to the development of strategic plans for Routes.
27. Write, maintain and administer policies and procedures for the Centre.
28. Maintain necessary records of youth meetings, events, and incidents as determined from time-to-time by the Board.
29. Report as required to the Board of Directors.
30. Other duties, as assigned.

Much of the day-to-day work of the Program Manager will be sharing that outlined in the Director's job description in working with the young people.

#### **Qualifications**

1. Appropriate university/college degree or diploma, or equivalent experience in a related field
2. Exceptional interpersonal skills with both adults and young people
3. Ability to manage multiple tasks, requiring excellent organizational skills
4. Some accounting skills and familiarity with corporate operations
5. Literacy skills in order to plan, monitor, and develop programs pertaining to Routes
6. Previous youth work experience is highly valued
7. Experience in supervisory and leading roles is required
8. Experience and familiarity with research methodologies
9. Proficient with computer skills including a working general knowledge of word processing, spreadsheets, web based applications, and social media platforms
10. Valid Ontario Driver's License, maintenance of a good driving record and appropriate insurance (currently, \$2 million for personal liability & property damage)

#### **Hours of Work**

The work week will consist of 40 hours to be scheduled so that the Program Manager can manage program development, spend time in schools, with other community groups, at community events and also be available to meet with staff, teens, the Board and Committees as need dictates.

These hours will be flexible and at the discretion of the Director (e.g. the Program Manager will occasionally schedule weekend events and will alter her/his work schedule accordingly).

Documentation of work hours, personal time away, vacations, etc. will be in accordance with requirements negotiated with the Personnel Committee or its Chair.

#### **Compensation**

Compensation, including pay, vacation, and regulatory benefits (currently, EI, CPP, WSIB) will be according to the scale set for the position. The position is considered professional staff and is compensated on the basis of an annual salary.

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##### Revision History

Approved Date: September 30, 2011  
Revision Date(s): December 29, 2017