

www.womensupportnetwork.ca  
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Fax/Téléc. : 905.895.6542

Crisis Line/Ligne d'aide :  
905.895.7313  
1.800.263.6734



women's support network  
of york region

Réseau de soutien pour les femmes  
de la région de York

### Job Posting

*Women's Support Network of York Region (WSN) is the rape crisis/sexual assault centre in York Region. We are a feminist, non-profit organization that provides support to survivors of sexual violence and sexual exploitation for the purpose of human trafficking. WSN is situated, in Newmarket, on the traditional territories of the Wendat, the Haudenosaunee, and the Anishinaabe peoples whose presence here continues to this day. We honour and acknowledge this land and its people.*

#### **Job Title: Program Manager**

**Terms:** Full-time, 37.5 hours weekly, occasional evening and weekend availability required

**Salary:** \$66,135.00 to \$72,000.00 per annum + benefits

The Program Manager reports to the Executive Director and works in co-operation with the staff of the WSN.

#### **Major Responsibilities:**

- Provide supervision and support for staff, including volunteers and practicum students with case management and clinical support in the provision of service, developing priorities, meeting service objectives, ensuring compliance with internal controls, identifying areas for training and development and formal performance evaluation
- Recruit, select and make hiring recommendations for all program staff positions in conjunction with the Executive Director
- Coordinate the delivery of programs and services; recommend changes necessary to continuing program effectiveness and efficiency
- Provide counselling and support to survivors of sexual violence and human trafficking for the purpose of sexual exploitation (individual, group, online chat, virtual drop-in and 24-hour crisis line)
- Evaluate and resolve problems/concerns regarding the programs in consultation with the Executive Director
- Ensure all legislative, regulatory and professional standards are adhered to
- Ensure that the Executive Director receives all necessary background information and reports in preparation for monthly Board meetings  
Preparation of program reports for funders and present monthly program reports to the Board of Directors
- Liaise with other community partners and services and represent the WSN on appropriate community committees
- Perform the role of staff back-up for volunteers responding to calls on WSN's 24-hour crisis line on a one-week rotational basis and act as final back-up to the crisis line when needed

- Participate in the delivery of WSN's bingo fundraiser in Newmarket (Sunday 2:45pm-5pm) on a rotational basis
- Provide all services from an integrated anti-racist, feminist anti-oppression framework
- Adhere to all policies, procedures, guidelines, routines and requirements as per WSN policy.

### **Key Qualifications:**

- A strong understanding of sexual violence, including sex trafficking, childhood sexual abuse and incest from an integrative, feminist, trauma-informed, anti-racist, anti-oppression perspective
- Minimum of 3 years program management and staff supervision/support experience in a not-for-profit social service organization
- Minimum of 5 years counselling experience as well as strong crisis management, group facilitation skills and experience
- Knowledge of relevant legislation (e.g. Child and Family Services Act), regional and provincial services for safety planning and referral purposes.
- Demonstrated experience working with diverse staff and clients from marginalized communities
- Excellent communication, organization, time management, conflict management and interpersonal skills
- An ability to work independently and as part of a team in a diverse environment
- A commitment to ongoing personal and professional development
- Proficiency in working with client and volunteer management software such as Salesforce
- Excellent computer skills, including ability to use MS Office (Excel, Word, PowerPoint) and proficiency in Google Suite (including Gmail, Google docs) and Zoom Business Edition (meetings and presentations)
- Knowledge of the York Region community
- French/English bilingualism is a strong asset; A second language other than English and French is an asset
- Available to work from a hybrid work model: onsite at WSN's office in Newmarket *and* from home in a private space
- A reliable vehicle, valid driver's license and insurance is required for this position to accommodate travel across York Region is required
- Related post-secondary education or equivalent.

**This position will remain open until it is filled.**

Please submit a cover letter and resume to:

Jacqueline Benn-John at [jbennjohn@womenssupportnetwork.ca](mailto:jbennjohn@womenssupportnetwork.ca)

Accommodations are available on request for candidates taking part in all aspects of the selection process.

Only applicants selected for an interview will be contacted. WSN is committed to a staff Team that reflects the diversity within the community. We encourage Indigenous, Black, women of colour, immigrant women, differently abled, francophone, lesbian, bisexual, and trans women to apply.