



Post Office Box 907
 Kahnawà:ke Mohawk Territory, J0L1B0
 Tel.: (450) 632-6601
www.kahnawakeyouthcenter.ca

GENERAL INFORMATION	
Job Title:	Program Manager
Department:	Management
Date of Job Description:	July 2024
Job Reports To:	Executive Director

JOB DESCRIPTION SUMMARY
Under the supervision of the Executive Director, the Program Manager is responsible to oversee the planning, implementation and evaluation of all programs and community events offered by the KYC. The Program Manager is also tasked with the supervision of the recreation program animators, program assistants, program instructors, and summer staff who provide services that meet the needs of the community and align with the organizations mission, vision, and strategic plan.

CORE RESPONSIBILITIES AND DUTIES	
Core Responsibilities	Duties
Plan, implement, and evaluate all programming activities and events.	<ul style="list-style-type: none"> • Develop program evaluation tool, to ensure each program is aligned with the strategic plan. • Develops feedback mechanism to gauge if programming activities are meeting the needs of the community. • Determines the need to implement new or revised programming activities for implementation based on evaluations, and feedback collected. • Evaluates and modifies programming schedules to ensure they continue to meet the needs of the community. • Collaborates with management team and staff to generate new ideas for community events. • Handles emergency situations that arise according to established protocols • Communicates regularly with parents, participants, and community members. • Ensures the Executive Director is well briefed on any programming developments, opportunities or changes that will affect KYC and/or its programming, including emerging needs. • Conducts relevant research to identify emerging trends in recreation and community needs and makes plans for implementation. • Coordinates and develops a promotional/communication plan regarding programming and events to maximize participation. • Assist the Executive Director with the development of programming funding proposals. • Contacts and schedules instructors, and facilities for smooth and efficient recreation programming. • Assists Executive Director with the creation of policies and procedures regarding programming consistent with the organizations' policies and objectives. • Ensures KYC policies and procedures are followed to allow for a safe and fun environment for KYC members. • Works with Executive Director to submit programming reports.
Directs and supervises the Programming Team.	<ul style="list-style-type: none"> • Carries out supervisory responsibilities for all program staff: recruiting, addressing complaints within program area, resolving problems, training employees, directing specific work, appraising performance and in collaboration

	<p>with the Director of Operations in the terminating of employees, when necessary.</p> <ul style="list-style-type: none"> • Ensures programming team supports and promotes communication and adequate information flow within the programming teams, organization, partner organizations and community. • Coordinates programming staff meetings to develop calendars, communications, delegation of tasks, carries out any follow up including updating programming teams as needed and team building. • Provides leadership and supervision to staff falling under the programming area. • Ensures that there are records on: work schedules, vacation planning, meetings, travel, projects and activities pertaining to programming. • Ensures weekly and monthly times sheets are verified, approved and submitted for processing. • Collaborates with the Director of Operations in developing job descriptions for program service area. • Ensure adequate staffing resources are available for programming and community events. • Participates as part of the recruitment and selection committee for hiring of programming staff, summer student staff and other hirings as needed. • Develops clear procedures and work instructions for programming area.
Develops, maintains, and monitors appropriate accountability and transparency.	<ul style="list-style-type: none"> • Manages social media alongside management team. • Develops annual presentation to the Director of Operations with work plans, budgets, needs, and objectives. • Develops and maintains annual programming report to the Board of Directors, Executive Director, community and partner organizations. • Establishes appropriate networks and resources to support the work of the program teams and partner organizations • Represents the KYC on external committees and working groups related to programming • Assists in the preparation of budgets for program area and ensures it operates within the defined budgets. • Actively seeks new funding for programming activities.
Performs any other job-related duties as required by the Immediate Supervisor.	

ACCOUNTABILITY	
<ul style="list-style-type: none"> • To plan, implement, and evaluate programming and community events on behalf of KYC. • To determines the need to implement new or revised programming activities for implementation based on evaluations, and feedback collected. • To ensure the efficient and fair supervision and advice to KYC program staff. • To provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives. • To ensure the preparation of budgets for program area and ensures it operates within the defined budgets. • To maintain confidentiality practices. 	

QUALIFICATIONS	
Education and Experience Requirements	Bachelor's degree in Leisure Sciences, Recreation, Community Development or Human Relations field and two (2) years experience working with children and/or youth as well as program management and supervisory experience OR

	<p>DEC in Community Recreation & Leadership Training, Social Sciences or related discipline and four (4) years experience working with children and/or youth as well as program management and supervisory experience</p> <p>OR</p> <p>High School Diploma and six (6) years experience working with children and/or youth as well as program management and supervisory experience</p>
<p>Knowledge, Skill and Ability Requirements</p>	<ul style="list-style-type: none"> • Excellent problem-solving and analytical skills, focused decision-maker • Excellent public speaking involving small and large groups • Good knowledge of Microsoft Office (Word, Excel, etc.) • Experience in program development and planning • Ability to deal with the pressures and demands of living in the community and balancing personal and work life • Excellent time management skills and organizational skills • Ability to develop articulate documents such as proposals, reports, briefs and correspondence that effectively communicate messages • Excellent knowledge of Kahnawà:ke, its culture, issues, concerns and socio-economic problems facing the community • Valid driver's license and access to a vehicle • Ability to work overtime on evenings and weekends, and travel, when required • Ability to deal with moderate to high stress • Ability to work with diverse programming teams • Willingness to learn online registration systems • Knowledge of Kanien'keha and French are an asset.

Incumbent

Date

Executive Director

Date