



EXTERNAL POSTING

Program Manager of Services

Ottawa, Ontario

POSITION SUMMARY: The Ontario Native Women's Association is currently accepting applications for a **full time** position of **Program Manager of Services** in **Ottawa**.

The Program Manager of Services will lead, coach and support a group of employee's within their program while ensuring ONWA's vision, mandate, objectives and Community Member deliverables are met.

The Program Manager of Services is responsible for ensuring all programs are implemented and managed according to the program standards and guidelines and to facilitate achievement of the agreed program deliverables.

QUALIFICATIONS:

- A degree or diploma related to Indigenous Learning or Social Sciences with a minimum of five (5) years experience in a supervising or management role.
- Minimum 3 years previous work experience in supporting and advocating for Indigenous women and families.
- Knowledge of Indigenous culture, traditions, ceremony and connecting Community Members to cultural practices that can be used in supporting Community Members.
- In-depth understanding of psychological, social and cognitive development
- Awareness of the recent, historical and intergenerational trauma that Indigenous women and their families may have experienced, including the psychological, neurological, physiological, social and spiritual impact of trauma.
- Understanding of the principles of cultural trauma-informed care and wise practices.
- A strong understanding of gendered based lens/perspective from an integrated feminist, anti-racist, anti-oppression perspective is required
- Proven work experience in managing crisis support and ability to mediate conflict
- Ability to work with client centered approaches; ensuring team members follow the provisions of the client centered approaches.
- Thorough knowledge and experience with case management and supportive counselling skills.
- Willing to work flexible hours as needed to provide ongoing support and services to Community Members
- Knowledge and working of Not-For Profit Organizations.
- Demonstrated organizational, time management and presentation skills with the ability to follow through on assigned duties independently within strict deadlines.

www.onwa.ca

[f](#) @ONWA7 [t](#) @_ONWA_ [i](#) @onwa_official

Head Office: P.O. Box15-684 City Road, Fort William First Nation, ON P7J1K3 ·
Toll Free:1-800-667-0816 · Phone: (807) 577-1492 · Fax:(807) 623-1104

- Excellent written and oral communications, with emphasis on keen listening and ability to effectively interpret verbal communications and needs of prospective Community Members.
- Excellent working knowledge of Microsoft Office; competency working with other databases.
- Knowledge and understanding of current issues facing Indigenous Women and their families.
- Ability to travel.
- Ability to speak an Indigenous Language is considered an asset.
- Current vulnerable sector criminal records check. Valid 1st Aid/CPR
- Must be dependable, able to follow instructions, respond to management direction and be able to improve performance through management feedback.
- Cultural competency:
 - Experience working with Indigenous organizations an asset
 - Experience working with Indigenous communities with a working knowledge of Indigenous cultures and traditions.

RESPONSIBILITIES – SPECIFIC:

- To provide direct assistance to workers to increase and maintain capacity and competence in service delivery, program administration and reporting, including:
 - To review monthly activity reporting – implement monitoring procedures
 - To recruit / hire / evaluate staff at each site in accordance to the Policy and Procedures of the Ontario Native Women’s Association (ONWA).
- Responsible for providing Community Member service advice, direction and supervision as required for all programs.
- Develop and implement reporting templates, such as Community Member statistics, program statistics program data and work plans.
- Conduct site visits with offsite locations.
- Develop and prepare yearly program proposals for ongoing continued funding of programs.
- Host program planning meetings to manage the ongoing workshops, program and assign staff related tasks.
- Prepare and submit all funding reporting requirements.
- Expend, review and analyze the program budgets and financials based on the programs objectives and mandate.
- Write the ONWA’s Annual Report based on the programs deliverables.
- Develop and implement new program initiatives that promote Indigenous culture and traditions.
- Implement ONWA initiatives with all programs across the province.
- Coordinate and manage the front line training initiatives.
- Monitor employees for adherence to the ONWA policies and procedures.
- Directly supervise and manage all employees within the identified programs.
- All other duties assigned.

www.onwa.ca

 @ONWA7
  @_ONWA_
  @onwa_official

Head Office: P.O. Box15-684 City Road, Fort William First Nation, ON P7J1K3 ·
 Toll Free:1-800-667-0816 · Phone: (807) 577-1492 · Fax:(807) 623-1104

RESPONSIBILITIES – GENERAL:

- Culture - Takes personal responsibility to increase sensitivity, awareness and implementation of ONWA's cultural teachings and organizational practices in both professional conduct and work-related deliverables.
- Support and work towards the overall aims and objectives of the ONWA.
- Adhere to all policies and procedures.

RESPONSIBILITIES – ADMINISTRATIVE:

- Complete monthly and submit to Director when required.
- Complete quarterly reports on or before the requested due date.
- Complete reports to funders as required.
- Complete and attend supervisions with Director on a regular basis.
- Other reports or admin as assigned.

RESPONSIBILITIES – PUBLIC RELATIONS:

- Promote the program within the community.
- To adhere to professionalism is representing the organization at all times and maintain good communications.

STANDARDS OF PERFORMANCE:

- Adhere to the Policies and Procedures as set by the ONWA.
- Representation on committees as required for the enhancement and benefits of ONWA's programs.
- To network and promote ONWA and all ONWA related programs. Adhere to professionalism at all times and maintain good communication.
- Maintain professionalism at all times.
- The completion of functions outlined in the description and the achievement of goals set to a high level.
- Attendance and conduct at work according to the requirements of the Association's Personnel Policy.
- Adherence to the Code of Ethics, and positive relationship building.

AUTHORITY:

To execute duties and responsibilities outlined in this job description.

ACCOUNTABILITY:

The **Program Manager of Services** will be directly accountable to **Director of Community Services** for the proper completion of the functions outlined in the job description.

www.onwa.ca

 @ONWA7  @_ONWA_  @onwa_official

Head Office: P.O. Box15-684 City Road, Fort William First Nation, ON P7J1K3 ·
Toll Free:1-800-667-0816 · Phone: (807) 577-1492 · Fax:(807) 623-1104

Applicants are asked to apply in confidence through our website (<https://onwa.bamboohr.com/jobs/>), or submit a resume and cover letter to the attention of:

Human Resources
Ontario Native Women's Association
380 Ray Boulevard
Thunder Bay, ON P7B 4E6
Fax: (807) 623-1104
Email: hr@onwa.ca

Indigenous Women are particularly encouraged to apply.
Only those applicants granted an interview will be contacted.
A job description is available upon request.

We welcome applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

ONWA offers a very competitive compensation package including full benefits, generous vacation allowance and savings plan.

www.onwa.ca

 @ONWA7  @_ONWA_  @onwa_official

Head Office: P.O. Box15-684 City Road, Fort William First Nation, ON P7J1K3 ·
Toll Free:1-800-667-0816 · Phone: (807) 577-1492 · Fax:(807) 623-1104