

# Peel HIV/AIDS Network

serving Mississauga, Brampton and Caledon

## Job Posting

Application Deadline November 3<sup>rd</sup>, 2017 Midnight PST

### Position Title: Manager of LGBTQ+ Programs

Position Type: Full-time Position 35 hours/week

Reporting To: Executive Director

Compensation Type: Salary plus benefits

Location of Office: Brampton

### Summary

Reporting to the Executive Director, and working as part of an integrated program team, the Manager of LGBTQ+ Programs is responsible for managing the human resources and programs and services in LGBTQ+ Programs. This position ensures that programs are operating effectively and efficiently in keeping with operational planning goals and motivates and manages staff to meet programming objectives. PHAN's LGBTQ+ Programs focus on the health promotion and social service needs of lesbian, gay, bisexual, transgender, queer community members and others impacted by homophobia, transphobia, and heterosexism. The Manager of LGBTQ+ Programs will also be responsible for developing and implementing monitoring and evaluation plans for LGBTQ+ programs, including the development of performance indicators, outcome measurement frameworks, logic models, theories of change and feedback mechanisms.

Guided by a strengths-based multidisciplinary approach rooted in principles and values of inclusion, anti-racism, anti-oppression, self-determination, sex positivity, and harm reduction, this position will work very closely with service users, volunteers, staff, community members, and partner agencies to strengthen the health and well-being of LGBTQ+ communities in Peel.

### Responsibilities

Specific responsibilities include, but are not limited to:

#### Program Management, Monitoring and Evaluation

- Manage the development and delivery of LGBTQ+ Programs according to community needs, funding contracts, and best practice interventions
- Work with staff to develop annual team and/or individual work plans
- Develop methodologies for baseline and endline surveys, assessments and evaluations drawing on a range of qualitative and quantitative approaches
- Develop monitoring and evaluation tools, including surveys, quality checklists, interview and discussion guides and others
- Provide support in the implementation of monitoring tools/processes including the use of data collection methods for both qualitative and quantitative data
- Maintain program policies, procedures, standards and guidelines to ensure programs and services are effective and sound
- Ensure staff and teams work effectively and efficiently towards meeting annual operational planning goals in pursuit of agency strategic goals
- Initiate new program development using a community development model
- Provide program reports to the Executive Director as required

## **Human Resource Management**

- Manage all related staffing and development processes including conducting hiring processes, assigning work responsibilities, providing orientation, training and ongoing coaching, support, and performance evaluation
- Create an environment among staff team(s) that promotes trust, open communication, creative and analytical thinking and a cohesive team effort
- Communicate information, resolve problems and respond to the concerns of staff and volunteers in area of responsibility
- Provide supervision and support to staff on a regular basis in accordance with PHAN's policies and procedures
- Adhere to PHAN's Operational policies and procedures, the Ontario Human Rights Code and other relevant legislation

## **Organizational Strengthening and Development**

- Participate in Management discussions aimed at strengthening PHAN's programs and services
- Participate in grant writing and fundraising opportunities
- Participate in the development and implementation of agency quality assurance and risk management processes, as they relate to community programs
- Participate in the development of agency organizational change processes or strategic planning as required
- Develop and manage relationships with various institutions, agency and community partners to further enhance and develop the Community Health Programming area
- Represent PHAN at various external events as required
- Assist in identifying and responding to emerging issues

## **Finance and Administration**

- Ensure program budgets are prepared (annually) and keep within the parameters set by Executive Director
- Ensure program monitoring is completed, including tracking data, statistical analysis of data submission to funding partners as required
- Coordinate and/or write program reports for the Board, funders and other bodies as required
- Provide back-up to other members of the Management Team as required

## **Other**

- Provide leadership and direction for internal staff committees
- Ensure volunteer and service user complaints processes are followed and issues resolved
- Other duties as assigned by the Executive Director

## **Attributes**

Friendly, positive, courteous, outgoing and respectful, you are keenly interested in community based initiatives. You are a sincere, compassionate, clear, effective and diplomatic communicator who works comfortably with diverse populations and also values confidentiality. You know how to work collaboratively, you take initiative, you need limited guidance and instruction, but respond well to these when offered. You can meet deadlines and are able to work both independently and as part of a team. You are flexible and willing to take on tasks as required, even if they do not fall within the parameters of your usual responsibilities. You are able to prioritize, multi-task and manage workload.

## Qualifications

- Post-Secondary education in a relevant field and/or related experience required
- At least five years of experience in program planning, implementation, and evaluation
- Training and/or extensive experience in community development, adult education, program development principles and practice an asset
- Experience with health promotion programming related to sexual health promotion, HIV prevention, and harm reduction
- 2+ years of experience developing and implementing monitoring and evaluation frameworks that contribute to program effectiveness
- Ability to present data and analysis to a wide variety of audiences
- Demonstrated ability to coach, mentor and supervise staff and volunteers
- Demonstrated understanding of the value and importance of nurturing inclusion (ideally celebration) of diverse racial, cultural, linguistic, sexual, gender, neuro and physical ability, and other experiences and identities
- Experience with volunteer co-ordination, supervision and support an asset
- Ability to write reports to funders, the Board, or other external bodies
- Ability to work effectively and creatively in diverse and varied environments
- Strong English communication skills (verbal and written). Additional languages an asset
- Ability to exercise tact, diplomacy and respect when communicating to PHAN stakeholders and external contacts
- Excellent personal and professional boundaries
- Passion for nurturing community participation and modelling effective leadership
- Well-developed, analytical decision -making, problem solving and organizational skills
- Enthusiastic about and skilled in using social media platforms/apps (Facebook, Twitter, YouTube, etc.) and web based communication platforms
- Expertise in Microsoft Office Suite
- Ability to work outside regular working hours as required (evening and weekends at times)
- Valid Ontario driver's license, reliable vehicle and relevant insurance is a must OR access to other forms of transportation to attend meetings and events as required (ex TransHelp, etc)
- Vulnerable sector screening may be required

Peel HIV/AIDS Network promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applicants living with or affected by HIV. We also encourage people of all races, ethnic origins, religions, abilities, gender identities and expressions, and sexual orientations to apply.

We thank all applicants for their interest in this position. However, only qualified candidates who are selected for interviews will be contacted by phone and/or email. No telephone enquiries please.

To apply please do so via Charity Village at <http://bit.ly/2yizvi5>