



**Ronald McDonald  
House Charities®**  
Toronto

**Assistant Manager, Programs  
Full-Time, Permanent  
Monday-Friday, 12 p.m. - 8 p.m.  
July 2019**

## **The Organization**

Since 1981, Ronald McDonald House Charities (RMHC) Toronto has served as a place to call home for families with seriously ill children undergoing treatment. RMHC Toronto encompasses a House for 81 families in downtown Toronto and seven Family Rooms in hospitals across the Greater Toronto Area and in Sudbury. The families we serve come from throughout Ontario, across Canada and around the world. Our mission is keeping seriously ill children and their families together to improve their health and well-being.

## **Job Summary**

Reporting to the Director, Family Services and Programs, the Assistant Manager, Programs is responsible for overseeing the development, management, delivery and evaluation of all family programs. This key role also acts as an ambassador for the organization, working with donors and supporters to RMHC Toronto, as well as identifying and creating positive community partnerships.

## **Responsibilities**

Program development, management, delivery, and evaluation:

- Develops, manages and oversees the delivery of all program activities;
- Works with the Volunteer Engagement team to recruit, onboard and retain sufficient volunteer coverage for all programs;
- Manages all family program-related activities, including but not limited to special events/dinners, ticket distribution etc. and other activities as directed;
- Conducts timely evaluations of all programs, analyzing satisfaction and utilization data; prepares reports on identified metrics and proposes recommendations for programs and/or enhancements;
- Regularly conducts needs assessments to identify programming opportunities/gaps;
- Plays a lead role in the development, management, delivery and evaluation of the year-round RMHC Toronto Camp Program.

Management support to programs staff and volunteers:

- Provides managerial support, training, assistance and evaluation to the Food Program Coordinator and Child Life Specialist;
- Provides oversight and supervision to programs;
- Supervises seasonal RMHC Toronto camp counselors;
- Conducts annual performance reviews and participates in the goals planning for the next fiscal year.

Relationship development:

- Works in partnership with the Development team to build and develop relationships with key stakeholders for all food programs.

Reporting and financial requirements:

- Provides input where required for budgetary requirements relative to programming, including personnel, purchasing and inventory control;
- Prepares and submits monthly/biweekly food orders;
- Submits monthly activity and statistical reports, complete with metrics, to the Director of Family Services and Programs.

## **Qualifications**

- Experienced in program research, development and execution
- 2-5 years' experience as a Program Lead
- ECE, Recreation or Social Services degree or diploma preferred
- Skilled communicator – oral and written
- Leadership and team building skills required
- Proven ability to steward positive relationships with corporate donors and community groups
- Experience dealing with children and families in crisis
- Experience working with volunteers
- Knowledge of available community resources
- Must show initiative and be able to work independently
- Excellent organization skills with attention to detail
- Positive team player

This position will be based at the RMHC Toronto offices at 240 McCaul Street, Toronto. Occasionally, programming may occur off site depending on program requirements and in support of our seven in-hospital Family Rooms.

If you are interested and qualified, we invite you to submit a letter of introduction and resume to [jobs@rmhctoronto.ca](mailto:jobs@rmhctoronto.ca). All responses will be handled with strict confidence.

**The closing date for this competition is August 16, 2019**

NOTE: The successful candidate must pass a Vulnerable Sector Screening police background check.

Ronald McDonald House Charities Toronto embraces diversity and encourages all qualified applicants to apply.

We thank all applicants for their interest. However, only those candidates who have been selected for an interview will be contacted.