

Fresh Start Support Services Job Description

Job title:	Program Manager/Facilitator	Date job description created:	November 2025
Reports to:	Executive Director	Classification:	Full Time
Department:	Case Management	Hours of work:	40 hours/week
Primary purpose:	Fresh Start Support Services supports families in a safe housing community by providing early parenting interventions and skill development while putting Christ's love into action. Supporting the family and providing early parenting interventions for the infant-mother dyad are necessary for the healthy and secure development of the infant. The Program Manager/Program Facilitator is responsible for the oversight of staff, the program, and the care of families living at Fresh Start and in the community.		
Describe the main accountabilities of this position:	<i>Staff Management</i>	• Schedule staff based on the needs of Fresh Start programs. • Foster a positive work culture among staff that allows for collaboration and teamwork. • Collect time sheets, vacation requests and certification documents and pass to executive director or bookkeeper. • Facilitate the communication between staff, families, and other support organizations. • Direct staff as they follow organizational policies and procedures. • Perform annual staff evaluations.	10% of time
	<i>Staff Development</i>	• Schedule professional development opportunities for staff. • Provide coaching opportunities for staff. • Offer regular constructive feedback to staff.	10% of time
	<i>Program Facilitation/ Case Management</i>	• Oversee the intake of families into House of Homes, Attachment programming and other programming as required. • Supervise the development and proper implementation of care plans. • Provide consultation to staff for program needs and delivery. • Provide consultation and support to staff while they assist families. • Network with other agencies to find additional supports for families and connect staff.	60% of time

	<i>Health & Safety</i>	• Assist the Health & Safety Representative in monitoring the safety of the facility for families and staff. • Follow Occupational Health & Safety legislation and organizational policies and procedures to ensure facility safety. • Communicate repairs and maintenance concerns to Health & Safety Representative and liaison to the executive director	5% of time
	<i>Programming</i>	• Monitor the fidelity of programs and make the necessary adjustments to realign program. • Assist Executive Director with the development and implementation of programs. • Prepare monthly operational reports required for government funding, board meetings, and internal evaluation as required.	10% of time
	<i>Policies & Procedures</i>	• Assist Executive Director with the development and implementation of policies and procedures. • Plan and implement systems that assist staff in performing their work efficiently and effectively.	5% of time
	<i>Spiritual Care</i>	• Demonstrate your personal relationship with Jesus Christ, as Saviour, in your work. • Effectively communicate the mission of the organization and put Christ's love into action. • Exhibit strong commitment and dedication to the sanctity of all human life. • Agree with and willingly uphold the Statement of Faith and help ensure this mandate is evident in all aspects of the ministry. • Provide spiritual leadership, discipleship, encouragement, and direction to staff members, volunteers, and residents.	Demonstrated in all Aspects of Work
Collaboration:	The Program Manager/Program Facilitator will excel at collaboration. Collaboration will occur on several levels of the organization: 1. With Executive Director: the development and implementation of policies and procedures. 2. With staff: oversee the development of family care plans and programming. 3. With community agencies: collaborate to provide wrap around supports to our families.		

Communication:	The Program Manager/Program Facilitator will need to be extremely skilled in both written and verbal forms of communication for both internal to the organization and externally. Communicative activities, such as communicating with staff, families, and other agencies through written means (memos, messages, and emails, etc.) and through verbal means (constructive communication, verbal feedback, meetings, and presentations) in person, virtually, or over the phone. Some of the ideas communicated will need to be delicately delivered and the Program Manager/Program Facilitator must be able to communicate in a way that can diffuse areas where there is the potential for conflict.
Decision-making:	The Program Manager/Program Facilitator will be called upon to assist the Executive Director in making organizational decisions by making recommendations that align with the mission and vision of the organization in support of the organization's philosophy of trauma informed care and attachment. The Program Manager/Program Facilitator will also need to make daily decisions regarding the safety of the children living at Fresh Start and the intake of clients into Fresh Start's programming.
Leadership:	The Program Manager/Program Facilitator reports directly to the Executive Director and will have the Attachment Clinician, Early Years Navigator, and Family System Navigator report directly to them. The team that you oversee is between 10-15 staff members. In addition of staff, there may be some students and volunteers that you will informally report to you. The Program Manger/Program Facilitator will conduct formal evaluations of all staff that report directly to them. The Program Manager/Program Facilitator will conduct interviews with the Executive Director as part of the hiring process.
Qualifications:	The Program Manager/Program Facilitator will have over 3 years of experience of working in a social services role and have 1 years minimum of experience in a leadership role. The Program Manager will have a degree or diploma in a relevant field of work. Additional trainings and knowledge in infant care, child development, attachment, trauma, and conflict resolution is necessary. The Program Manager/Program Facilitator will need to be First Aid and CPR trained. The Program Manager/Program Facilitator will demonstrate competencies in communication, delegation, motivating others, organizing and task management, patience, the ability to develop effective teams, and a strong self-development.
Work environment:	The Program Manager/Program Facilitator position is full time and has additional duties of being on call in the event of an emergency. While the Program Manager/Program Facilitator will have the opportunity to determine their schedule, the hours worked needs to benefit the organization and at times for maximum exposure to staff and families. Work will be based out of the Fresh Start Support Services facility with some time spent working in the community. This position may be challenging, as working in a stressful and busy environment with regular interruptions may require the ability to change priorities quickly and tolerate stress. The management of staff can also be challenging. Additionally, some families may present challenging and provoking behaviour or have experienced trauma that may be difficult to support. Travel is required, as is use of a reliable, personal vehicle. There is a possibility for this position to work remotely part time. The on-call responsibilities are shared between the ED and Program Manager/Program Facilitator.

Program Manager/Program Facilitator:	Program Manager/Program Facilitator Signature:	Date:
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Fresh Start:	Fresh Start Signature:	Date