



Job Posting

URGENTLY HIRING

POSITION TITLE: Program Manager (Evenings)

DEPARTMENT/PROGRAM: Leadership Team

REPORTS TO: Executive Director

SUBMIT APPLICATION BY: Internal/External - Application Deadline July 31, 2026

PURPOSE: The Busby Centre is a community-based agency that believes in the Housing First and Harm Reduction philosophies and practices. We strive to improve the quality of life for people who are struggling with chronic homelessness, significant mental health issues and substance misuse. Our program provides individuals a place to stay, and staff support 24/7, along with a variety of on-site services to help people experiencing homelessness transition to housing and successfully stay housed.

The ***Co-Management Program Manager (Evening)*** provides operational and strategic leadership for all Busby Centre programs during evening hours. This role works collaboratively with other management staff to oversee frontline teams delivering direct services across Emergency Response, Community Support, and Supportive & Transitional Housing Programs. The Co-Management Program Manager ensures that evening operations are client-centered, trauma-informed, housing-focused, and consistent with organizational values and best practices.

Key responsibilities include supporting staff, coordinating program delivery, monitoring service quality, and responding to urgent client needs during evening hours, ensuring that all programs uphold The Busby Centre's commitment that *Everybody Is Somebody*.

Please note: This is a PERMANENT contract, subject to yearly renewal based on employee performance and the availability of sufficient program funding. We are currently hiring ONE (1) FULL-TIME employee for this position.

LOCATION: Barrie, Springwater & South Georgian Bay

RESPONSIBILITIES:

- Provide strategic direction and leadership in overseeing day-to-day operations of assigned programs (e.g. shelter, outreach), ensuring alignment with regional standards as well as organizational goals and objectives.
- Support the development, and implement program policies, procedures, and protocols to guide outreach and special programs of activities and ensure effective service delivery.

- Supervise and support program supervisors (where applicable) and frontline staff, including scheduling, coaching, performance management, and training.
- Ensure compliance with organizational policies, contractual obligations, health and safety, and service standards.
- Monitor and report on program performance and outcomes; contribute to continuous quality improvement.
- Collaborate with internal and external stakeholders to strengthen service delivery and promote coordinated access.
- Respond to client concerns or critical incidents in a timely, respectful, and solution-focused manner.
- Foster a team culture grounded in dignity, inclusion, resilience, and accountability.
- Primary shift would be Monday, Tuesday, Wednesday and Friday 4pm-12am and 1-9pm Thursdays stationed at 88/90 Mulcaster Street and supporting the other programs via phone. Required to work one (1) weekend each month
- **Other duties as assigned**

OCCUPATIONAL HEALTH & SAFETY:

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand, and adhere to the Busby Centre's health and safety policies and procedures and keep up to date on any changes, particularly as it relates to new/emerging information related to infection prevention and control.

QUALIFICATIONS:

- Minimum 3 years of experience in a management role within social services, ideally in homelessness, housing, or related areas.
- Experience managing, supervising, or working within emergency shelters, outreach programs, or similar settings.
- Demonstrated understanding of Housing First, harm reduction, trauma-informed care, housing focused, and crisis intervention.
- Strong leadership and interpersonal skills with a focus on staff development and team cohesion.
- Excellent organizational, communication, and problem-solving skills.
- Familiarity with relevant legislation, community resources, and reporting systems.
- Strong leadership, communication, and interpersonal skills, with the ability to effectively engage with diverse populations and stakeholders.
- Knowledge of trauma-informed care principles, harm reduction strategies, and evidence-based practices in outreach and case management.
- Experience working with individuals experiencing homelessness, mental illness, substance use disorders, or other complex needs.
- Proficiency in data management and reporting software, Microsoft Office Suite, and electronic health record systems.
- Commitment to social justice, equity, and inclusivity, with a passion for addressing homelessness and supporting marginalized communities.

ADDITIONAL ASSETS:

- Relevant post-secondary education in Social Work, Community Services, or related fields.
- Experience with program development, data analysis, and reporting tools.
- Must have a reliable vehicle, and the ability to travel between Barrie, and South Georgian Bay.
- Flexibility and adaptability –Primary location will be 88/90 Mulcaster Street, however, there may be a need to attend one of the other sites in case of an emergency.

Benefits:

- Competitive salary (depending on experience)
- Confidential Employee Assistance program (EAP) for you and for your immediate family
- Life insurance, long term disability, extended health and dental benefits;
- Employer paid vacation and sick time
- Professional development opportunities and training.

WAGE: Starting at \$65, 000/ year (negotiable upon experience)

SCHEDULE/WORKING CONDITIONS:

Contract, **starting as soon as possible**. The available positions may entail a flexible schedule, encompassing day, evening and night shifts or a combination of all, as well as weekday and weekend shifts. This position works in a direct capacity with vulnerable individuals experiencing a myriad of challenges, in addition to accommodating the varied work schedules of Volunteers.

HOW TO APPLY:

Applications can be sent by sending a cover letter and resume to: careers@busbycentre.ca. Please ensure you are including ***“Program Manager”*** in the subject line. **We thank all those who apply for this position. However, only those applicants selected for an interview will be contacted.**

DIVERSITY & INCULSION: The Busby Centre is a progressive work environment committed to the principle of employment equity, to respecting diversity and to providing employees with a work environment free of discrimination and harassment. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs. The Busby Centre is committed to providing accommodation for persons with disabilities throughout the recruitment process. If you require any accommodation, please let us know prior to your interview.

USING ARTIFICIAL INTELLIGENCE (AI): Please note that your application and any related materials you provide may be processed, stored, reviewed, or otherwise used by systems in our recruitment selection process that may interact with AI tools. This includes any AI integrated functions that may be utilized by the job board through which you applied to.