

JOB OPPORTUNITY

POSITION:	Senior Program Manager
TERM:	Temporary, Full-Time
LOCATION(s):	515 Maclaren Street *might be required to work from other Cornerstone locations as operationally required
HOURS OF WORK:	Monday to Friday from 8 am to 4 pm or 9 am to 5 pm for a total of 40 hours per week* Flexibility to work overtime as required. *Must participate in the on-call rotation. Incumbents will receive compensation for being on call
REPORTS TO:	Director of Supportive Housing Operations or their designate
RATE OF PAY:	\$76,951.00 per annum
START DATE:	July 2, 2026
END DATE:	August 14, 2027
POSTED FROM:	June 3, 2026

Cornerstone offers emergency shelter and affordable supportive housing in four residential facilities for women experiencing homelessness, poverty, mental illness, addictions, trauma, and abuse in Ottawa. Our services are offered in an environment that promotes dignity and a sense of hope. We are committed to public education and advocacy and strive to increase safe, affordable housing and to end homelessness. Cornerstone is a Community Ministry of the Anglican Diocese of Ottawa.

Join Our Team

The Senior Program Manager is responsible for all aspects of the day-to-day management of Cornerstone's supportive housing services at various locations. This includes oversight of personnel supervision, program planning and service provision, liaison for facilities maintenance, administration, budget monitoring, and relations with community partners.



What You'll Be Doing

Resident Services and Program Delivery

- Promotes excellence in service delivery, coordinates and monitors the provision of client centred programs and services.
- Carries out responsibilities of the landlord in accordance with the Tenant Protection Act and City Bylaws.
- Ensures compliance with legislation, contractual agreements and organizational policy and procedures.
- Develops and implements house operating procedures which provide a welcoming, safe, and secure environment for all tenants.

Personnel and Interpersonal Responsibilities

- Takes leadership in selection, orientation, training, supervision, mentoring, guidance and evaluation of employees.
- Ensures mutually beneficial integration and support of volunteers.
- Assigns responsibilities and ensures supervision for staff and students.

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- Ensures mutually beneficial integration and support of volunteers.
- Assigns responsibilities and ensures supervision for staff and students.
- Maintains a positive relationship with union through implementation of collective agreement and good labor relations.
- Build and maintain relationships with members of the community, key individuals, and other organizations.
- Encourages organizational participation in community and national efforts to increase affordable housing and end homelessness.

Administration

- Ensures that documentation for all areas of responsibility is complete, accurate, reported, effectively communicated, and safely stored according to the organization's protocols.
- Supports financial requirements, such as, purchasing, budgetary processes, and reporting.
- Works with the Director of Human Resources to develop job descriptions, policies and other activities that benefit the entire organization.
- Provides leadership to and participates as a member of, the Joint Occupational Health and Safety Committee.
- Makes the safety and security of all who access their facility a top priority by promoting and coordinating a continuous improvement model to facilities related matters.

Facilities Oversight

- Keeps apprised of the status of house facilities to ensure prompt maintenance and repairs of housing premises on a regular and seasonal basis.
- Other duties related to the position as assigned.

What we need from you

Qualifications & Experience

- University education in a social service or related field, or equivalent, required.
- At least 5 years of experience in a social service agency with a focus on women's services is required.
- At least 3 years of supervisory or management experience, required, preferably in a unionized environment.
- Experience working in a social service environment and a strong understanding of the issues faced by women of all ages living with poverty, mental illness, addictions, trauma, abuse, and discrimination.
- Experience in managing shelter, housing or other residential facilities.
- Bilingualism a definite asset.
- Use of a vehicle is required

Knowledge, Skills & Abilities

- Excellent negotiation, problem-solving, decision-making, and crisis intervention skills.
- Excellent communication skills, both oral and written. The role may include the preparation of reports.
- Excellent organizational and planning skills to create and facilitate regular meetings.
- Empowering philosophy with an emphasis on respect for diversity.
- Commitment to eviction prevention.
- Ability to develop programs and services to meet resident needs.
- Proven strengths in managing a diverse staff team in a unionized workplace.
- Competence in monitoring large budgets.
- Excellent time management abilities.

Ready to be part of a team making a difference?

Click the "Apply Now" button to submit your application, or copy and paste the link below into your browser

https://ca.indeed.com/viewjob?jk=248bcd089d98471e&from=shareddesktop_copy



Cornerstone is an Equal Opportunity Employer and actively encourages diversity in our staff team. If you require any accommodation through the hiring process, please contact us at careers@cornerstonewomen.ca

Thank you for your interest in joining Cornerstone. We will contact you if your candidate profile matches our hiring needs.

Check out our website for more information <https://www.cornerstonewomen.ca>