



Orléans-Cumberland Community Resource Centre  
Centre de ressources communautaires Orléans-Cumberland  
240 boul. Centrum Blvd. #105, Orléans, ON K1E 3J4  
613-830-4357 | crcoc.ca

## Program Manager

Full-time – Permanent Position

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**Hourly Wage:** Ranges from \$38.60 to \$51.02

**Hours:** 5 days/week (35 hours)

**Reporting to:** Executive Director

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### About Orléans-Cumberland Community Resource Centre

Join the Orléans-Cumberland Community Resource Centre (OCCRC) for more than a job! If you're seeking a fulfilling career, look no further than the OCCRC, located on the unceded Algonquin territory of the Anishinaabeg.

#### Here's why you should join us:

**Meaningful Mission:** The OCCRC is more than an organization - we're a community. Our mission is to empower individuals to reach their full potential, offering comprehensive services addressing physical, emotional, social, economic, and psychological needs. Join us to make a real impact on lives.

**Rich Heritage:** Proudly rooted in Orléans-Cumberland, we honour the area's culture while respecting its land. Joining the OCCRC means embracing and celebrating our unique heritage and values.

**Core Values:** Respect, personal connection, diversity, inclusion, and empowerment are our guiding principles. Become part of a supportive, inclusive team where you are valued.

**Professional Growth:** The OCCRC promotes opportunities for growth and development.

**Community-Centered:** Our community's success is ours. Join the OCCRC to engage with the community, form connections, and create a tangible impact.

If you seek a career with a passionate, mission-driven team valuing respect, diversity, and empowerment, consider the OCCRC. Together, we'll build a brighter future.

## Job Summary

The Program Manager directs the development, planning, management and evaluation of the programs and services offered to individuals and families including food bank, community kitchen and Volunteer program.

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## Job-specific responsibilities

- Lead, coordinate, oversee and spot-check food distribution and ensure individuals are receiving appropriate quantity and quality of food.
- Provide oversight to ensure adequate supply of food and supplies, seek out new supply vendors as required, and submit necessary invoices or receipts in a timely manner.
- Assist Food Bank Operations Administrator when needed with the tracking and ordering of food and supplies as required, following budgetary and maintaining cost control.
- Identify opportunities to improve individuals experience, optimize resources, and feed more in the community.
- Ensure that proper health and safety measures, food safety and hygiene practices are applied, communicated, and followed.
- Collaborate with the Centre's Intake workers to implement a common intervention plan between the Food Program and the Intake Program.
- Ensure volunteer on-boarding program meets the needs of the Centre to ensure the effective delivery of the Program.
- Provide oversight and support to the Volunteer Coordinator to ensure volunteer requirements are confirmed, schedules for all volunteers are created, and replacement volunteer coverage is confirmed when necessary.
- Provide oversight and support to the Community Kitchen administrator in the development and maintenance of group sessions, family usage for meal preps, etc. – while meeting all of the health and safety protocols when using our community kitchen.
- Maintain positive relations with grocery stores, corporate donors, and community stakeholders regarding deliveries, pick-ups, product quality, and management of expectations.
- Establish a community network by participating on committees related to the Program.
- Collaborate with the Fund Development Coordinator in the coordination and support of food drives and ensure the food bank is ready for the intake of food.
- Collaborate with the Fund Development Coordinator as well as Intake staff to support the implementation of the Christmas program.
- Liaise with the Ottawa Food Bank, community partners, other area food cupboards, etc. to improve service offerings, and strengthen relationships.
- Develop and maintain standard operating procedures and ensure staff and volunteer compliance.

- Actively participate in committees regarding services available, gaps in services and issues affecting individuals and their families
  - Seek out opportunities to improve operations, enhance quality standards, striving for increased efficiencies and effectiveness and novel ways of responding to existing and emerging needs.
  - Offers support, guidance and supervision to all staff under your management.
  - Manage staff scheduling on a monthly basis.
  - Elaborates and manages the budget for related programs in collaboration with the Finance Manager and Executive Director
  - Ensures the implementation of policies and procedures in relation to programs for which he/she is responsible.
  - Provides support to the Executive Director by: developing policies and procedures for the Centre, assuming responsibilities of the organization during his/her absence, etc.
  - Participate to two outreach activities, in the community every year and attend internal committee meetings.
  - Able to work flexible hours if needed.
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## Required Experience

- College diploma in social work or equivalent.
- 3-5 years of relevant supervision/management experience
- Experience in program development, delivery and evaluation
- Knowledge of community resources
- Good leadership and organizational skills.
- Strong interpersonal and communication skills
- Knowledge of equity, diversity, inclusion and intersectionality
- Equitable philosophy and non-judgmental attitude
- Applies an anti-racism lens to programming
- Demonstrates an ability to identify and serve the needs of diverse communities
- Sensitivity to the needs of marginalized and diverse clientele.
- Commitment to health promotion concepts, strategies, and philosophy.
- Commitment to community-based health care and social services, and strength-based philosophy and practices.
- Proven ability to work independently, in a fast-paced and within a team approach
- Proven ability to deal with and adapt to change
- Strong computer skills usage of tablets
- Valid driver's license and access to a vehicle
- Ability to obtain a criminal record check
- Strong written and oral communication skills in French and English
  - Additional language abilities are an asset

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## Application Process

Please send your resume to [Luc Ouellette](mailto:luc.ouellette@crcoc.ca) before **8:00 a.m. June 18, 2024**.

**Address:** Orléans-Cumberland Community Resource Centre  
105-240 Centrum Blvd. Orléans, ON K1E 3J4

**Email:** [louellette@crcoc.ca](mailto:louellette@crcoc.ca)

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## Equal Opportunity Employer

The OCCRC is committed to including equity and diversity in its practice by being responsive to individuals' needs and delivering equitable outcomes for all, regardless of their indigenous status, race, colour, culture, ethnicity, language/linguistic origins, ability, socio-economic class, age, ancestry, nationality, religion or faith, sex, gender (identity & expression), sexuality, sexual orientation, mental or physical condition, family status, residency/migration status in Canada and all other forms of oppression that a person may experience.

The OCCRC is an equal-opportunity employer that values the diversity of individuals in our programs and services. If you require accommodation at any stage in the selection process, please let us know the nature of the accommodation.

We want to thank all those who have submitted a job application in advance. Only those selected for an interview will be contacted.