

Position Title: Program Manager
Organization: the p.i.n.e. project
Location: 1139 College Street, Toronto, ON



Position Type: Full-time, permanent (6 month probation period)
Hours per Week: 37.5 (combination of hours in the office, field and community)
Reports to: Executive Director

About the p.i.n.e. project:

The p.i.n.e. project (p.i.n.e.) fosters confidence, competence, resilience and connection to nature through transformative outdoor experiences for people of all ages in Toronto and beyond. Our work inspires a vital re-connection between people and nature, community and oneself. We work primarily with children and families in the urban context, delivering innovative year-round outdoor programming. Our programs include weekly programming for children during the school year, overnight camps in South Central Ontario, as well as highly sought-after day camps in Toronto. We also offer family experiences and educator training programs for professionals. Please visit our website for more information at pineproject.org

Position Description:

The Program Manager (PM) provides leadership in meeting the p.i.n.e.'s mission, reporting to the Executive Director (ED). This position fosters the culture of p.i.n.e. within all program management activities, consistent with the messaging of p.i.n.e. programs. The PM works in close partnership with the ED, Operations Director (OD), Operations Manager (OM) and instructors to manage program design, protocols and delivery in a manner that strengthens and grows p.i.n.e.'s programming and community. The PM embodies respect, gratitude, awareness, life-long learning, and resilience, in alignment with p.i.n.e.'s core values.

The central objectives of this position are to:

- Manage the development and delivery of p.i.n.e. programs in a manner that advances p.i.n.e.'s mission and vision
- Train and lead program staff to deliver engaging and high-quality programming
- Support the ED in envisioning and bringing to life p.i.n.e.'s programming goals

Key Position Responsibilities:

LEADERSHIP

- Demonstrates initiative, problem solving and creativity in responding to opportunities and challenges.
- Supports the ED in connecting p.i.n.e.'s work to the larger context of environmental education
- Continually evaluates program processes and protocols to ensure they reflect p.i.n.e.'s mission and values and adhere to its quality standards
- Acts as a liaison between program participants, parents, the broader community, and the senior management team
- Supports staff and volunteers by identifying gaps and opportunities in the field and developing appropriate strategies to address them

PROGRAM DEVELOPMENT & DELIVERY

- Develops and continuously evaluates programs to ensure they reflect p.i.n.e.'s mission and values and adhere to its quality standards
- Leads the development and implementation of program curriculum design
- Delivers key programs as needed for the purposes of providing leadership and connecting with staff and programs
- Works with staff to introduce and adapt new ideas, approaches, and methods to increase the effectiveness of p.i.n.e. programs
- Supports Outdoor School instructors in preparing and delivering programs
- Provides leadership support to summer camps, both urban and northern
- Responsible for risk management across programs
- Oversees all program documentation, logistics and management
- Ensures that all policies and procedures are followed to respond and comply with all relevant legislation and regulations
- Supports the OD and OM in developing information for program staff, including seasonal staff field guides and training materials

COMMUNITY SUPPORT

- Fosters p.i.n.e.'s external relationships with participants/families and program partners
- Supports the ED in developing and delivering training sessions, presentations and workshops for the p.i.n.e. community
- Provides support for administrative tasks, such as registration and outreach, as needed
- Engages in community activities and events, as needed
- Contributes to special projects and initiatives, as needed

COMMUNICATIONS

- Provides ongoing communication and support for the p.i.n.e. community
- Acts a key communications liaison between the office and field
- Provides subject-area expertise for participant communications collateral as it relates to programs (e.g., welcome packages, participant emails, website content, etc.)
- Identifies, mediates and resolves conflicts, both internal and external

EMPLOYEE MANAGEMENT

- Identifies and addresses staffing needs in a timely manner to ensure the integrity, efficiency and reliability of p.i.n.e. programs and schedules
- Under the direction of the ED and OD, hires and onboards program staff. Works closely with the Volunteer Coordinator to attract, onboard and mentor volunteers
- Under direction of the ED, helps to train staff in program delivery procedures and policies
- Organizes seasonal staff schedules in a manner that balances the needs of the program and personal growth objectives
- Acts in a manner consistent with p.i.n.e.'s mission, goals, and values
- Encourages cooperation, leadership, and communication among all staff
- Provides timely, candid and constructive performance feedback for all direct reports in the form of written performance reviews
- Maintains a safe environment for the sharing of feedback throughout the organization.
- Actively participates in the creation and implementation of staff development plans with a goal of fostering professional development, succession planning and encouraging staff retention

EQUIPMENT MANAGEMENT

- Oversees the management of all p.i.n.e. gear and equipment, including vehicles
- Manages equipment to ensure that all gear and materials support programs in a manner that allows programs to thrive and grow
- Helps to develop efficient systems for the storage, use and inventory of equipment
- Coordinates with field staff to ensure appropriate equipment is available for all programs and special events

ADMINISTRATIVE LIAISON

- Manages all documentation related to program delivery and implementation, including incident forms, attendance sheets, staff debriefs, etc.
- Works closely with the OM to develop and coordinate administration and logistics related to program preparation and delivery
- Other duties as assigned

Qualifications:

Education and Experience

- 3 – 5+ years of demonstrated project management, leadership and program delivery
- Post-secondary education in a related field (e.g. education, outdoor recreation, environmental studies); teaching certification in an asset
- Demonstrated success in developing and maintaining effective relationships
- Experience leading outdoor education programs; in particular, experience guiding backcountry and/or adventure expeditions
- Experience working with children, youth and adults in a program delivery role
- Experience in education program design and curriculum building; background in teaching an asset
- Experience managing staff dynamics, including the ability to identify and resolve issues, mitigate conflict, manage risk and develop work plans
- Experience working within the charitable sector is an asset
- Knowledge of program management and design practices
- Naturalist knowledge of local ecosystems is an asset

Aptitudes and skills

- Highly organized and detail-oriented, with the ability to multitask
- Ability to identify and manage risk within wilderness settings
- Excellent conflict resolution, problem solving and organizational skills
- High level of computer proficiency, including project management software
- A strong connection to nature is essential
- Must have demonstrated conflict resolution skills

Certifications

- Valid Police Vulnerable Sectors Check
- Valid Wilderness First Aid certification (WFR/ WAFA)
- Valid National Lifeguard certification preferred
- Valid Class G Driver's License, Class F preferred

Application Procedure:

Please submit a resume and cover letter as a single PDF to work@pineproject.org

Deadline: 11:59pm on Sunday, 4 November, 2018

Email Subject Line: "Program Manager: FirstName LastName"

PDF Filename: "FirstName_LastName_Program Manager"

While we thank all applicants for their interest, only successful candidates will be contacted for an interview. No phone calls please.

The p.i.n.e. project is committed to developing a resilient, inclusive and vibrant work environment through a barrier-free selection process. We recognize people from diverse professional, cultural and educational backgrounds. Applicants who do not meet all of the stated skills, but feel they would make a positive contribution to the community are encouraged to apply and address these differences in their cover letter. If contacted for a job opportunity, please advise us of any accommodation measures required to enable you to be assessed in a fair and equitable manner. Information received will be addressed in confidence.