



PROGRAMS MANAGER

Remote/Hybrid (Ontario-Based)

0.8 FTE (30 hours per week)

\$48,000-\$57,600/year

Position Summary

Under the direction of the Executive Director (ED), the Program Manager provides strategic day-to-day leadership to support the growth and functionality of LGBT YouthLine's programs (peer support HelpLine, outreach, advocacy, etc.). The Manager ensures programs align with and advance YouthLine's mission, values, and strategic vision. We are seeking a candidate with an MSW or equivalent combination of education and experience, with strong grounding in therapeutic and trauma-informed practices.

Responsibilities

Program Strategy and Management

- Provide strategic direction and support to YouthLine's programs including outreach, advocacy, and peer support.
- Manage outreach work, including Northern, Rural, Remote, and Indigenous outreach initiatives.
- Support and guide debriefing processes for vicarious trauma, bringing therapeutic knowledge to case consultation and support spaces.
- Coordinate or source professionals for external case consultation and trauma-informed debriefing sessions for Peer Support staff and volunteers.
- Liaise regularly with the Peer Support Co-Leads and the Executive Director to support high-level coordination of peer support programming direction, including managing complex situations with therapeutic judgment and trauma-informed approaches.
- Support the Peer Support Co-Leads who lead the HelpLine, Peer Support Training Program, and Resource Database, in accessing professional development and wellness supports, and in managing complex situations including vicarious trauma, difficult chatter interactions, and operational stress.
- Support the administrative and technical management and improvements of HelpLine



www.youthline.ca
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systems.

- Co-write grants with the management team, Peer Support Co-Leads, and program specialists to secure program funding.
- Foster a positive working environment that supports the wellbeing of staff, students, and volunteers.
- Lead the development and maintenance of a centralized contact and relationship tracking system in collaboration with the operations team to strengthen organizational memory and professional relationships.
- Help assess and manage overall capacity across programming, ensuring workloads remain sustainable and wellness is prioritized.
- Continue to develop sustainable program models.

Staff Supervision and Development

- Recruit, select, and orient program staff, in line with HR policies and provincial labour standards.
- Support setting work priorities, developing annual work plans, and establishing clear performance outcomes.
- Build and sustain a team culture of collaboration, accountability, and continuous learning.
- Provide clear responsibilities, effective work processes, and ongoing coaching and mentorship for direct reports.
- Supervise and support program specialists and co-leads while facilitating their leadership in program areas.
- Offer coaching, guidance, and accountability structures that promote long-term program sustainability and healthy team dynamics.
- Encourage team members to develop new skills, take initiative, and grow in their roles.
- Support staff with tracking time off, ensuring alignment with available budgets, and balancing workloads.
- Help navigate challenges related to capacity, boundaries, and community care, especially for those in front-line roles.

Relationship Building & External Partnerships

- Identify opportunities for programming and partnerships that align with YouthLine's strategic priorities, particularly in school-based outreach, youth advocacy and systems-level change.
- Cultivate and maintain strong relationships with external partners, including school boards, community organizations, advocacy networks, and other HelpLines including supporting the Northern, Rural, Remote and Indigenous Specialist in cultivating and maintaining partnerships and relationships.
- Act as a key representative for YouthLine in select advocacy and outreach spaces.



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- Ensure continuity and documentation of relationships and partnerships.

Administration and Reporting

- Recommend updates to operational policies and procedures as needed.
- Oversee program budgets and advise the Executive Director on budgeting priorities.
- Lead the development of program reports for the Board, funders, and membership.
- Maintain clear documentation of program work, contact lists, and planning tools.
- Participate in YouthLine meetings and events as requested.
- Perform other duties as assigned.

Supervision

Direct Reports:

- Peer Support Co-Lead, Resources and Technology (1.0 FTE)
- Peer Support Co-Lead, Volunteer Management (1.0 FTE)
- Northern, Rural, Remote and Indigenous Engagement Specialist (0.6 FTE)
- Other staff as required (e.g., summer students, short-term program staff)

Indirect Supervision:

- Training Coordinator (0.8 FTE)
- Shift Supervisors (0.4 FTE)
- Volunteers (~60)

Required Skills & Experience

- MSW or equivalent graduate degree in social work, counselling, or related field, or equivalent combination of education and frontline experience.
- Deep understanding of therapeutic approaches, trauma-informed practices, and peer support principles, with the ability to hold space for frontline staff navigating vicarious trauma.
- Familiarity with trauma-informed practices and peer support principles. Frontline therapeutic, counselling, or peer support experience required; experience supervising therapeutic or counseling work an asset.
- Strong and nuanced understanding of anti-racism, anti-oppression and intersectional equity principles.
- Strong background in youth programming, with specific experience supporting 2SLGBTQ+ youth.
- Familiar with harm reduction and non-police interventions.
- Familiar with duty to report procedures in Ontario.
- Strong program development skills.
- Experience managing or coordinating outreach and/or advocacy initiatives, especially those



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engaging youth in rural, remote and/or Northern communities in Ontario.

- Demonstrated experience supervising and mentoring staff.
- Background in facilitating, training, relationship-building with partners such as schools, school board and 2SLGBTQ+ youth-serving organizations.
- Professional experience with communications, marketing and digital storytelling an asset.
- Lived or community connected experience with Northern Ontario is a strong asset.

Work Environment

- Hours: 30 hours/week.
- \$48,000-\$57,600/year
- Location: Remote/hybrid within Ontario.
- Schedule: Flexible hours depending on deliverables. Some evening and weekend work is required.
- Conditions: This role may require holding space for staff and volunteers in moments of crisis or stress, drawing on therapeutic training to support healthy boundaries and wellness. Primarily computer-based work; extended screen time may be necessary.
- Reports to: Executive Director.

Application for Consideration

- **Application deadline: October 12th at 11:59 pm**
- Submit a resume and cover letter to jobs@youthline.ca focusing on demonstrated skills and why the position appeals to you.
- Due to limited resources and time constraints, only candidates selected for interviews will be contacted.
- **Contact jobs@youthline.ca for questions or accommodation in the application process.**

LGBT YouthLine only considers applicants who identify as part of the 2SLGBTQ community.

Grounded in principles of anti-racism and anti-oppressions, we recognize and encourage applications from communities that are further marginalized in employment opportunities, including: Black, Indigenous, and people of colour, trans-feminine people, disabled people, people with experiences of migration, and people who have experiences of poverty. **Applicants are strongly encouraged to self-identify in their cover letters, which will be kept confidential.**



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