



PROGRAMS & OFFICE MANAGER

Title: Programs Office Manager

of positions: 1 position per region (London and Ottawa)

Full-Time: Permanent

Reports: Associate Director, Employment Training Program

Location: London (TBD; Downtown) and Ottawa (TBD; Nepean)

Industry: Not-for-profit

Salary: 65+

COMPANY PROFILE

Founded in 2004, Jake's House is a Provincially and Federally funded Canadian charity with a mission to provide meaningful support to families living with autism across the country. Recognizing that more than any other single issue, families dealing with autism need a community, Jake's House is committed to growing a strong network of people who understand and care - a family, determined to provide tangible solutions at every stage of life.

In addition to growing a caring, committed community, Jake's House offers a continuum of structured services to provide practical help today and lasting hope for tomorrow. Through four strategic offerings – social events for the whole family; mentoring programs for youth; employment opportunities for young adults; and housing for the aging population – Jake's House supports individuals on the spectrum throughout their entire lifespans.

Through these events and services, as well as other strategic initiatives, Jake's House strives to empower individuals with autism; offer their caregivers support and respite; raise awareness; share resources; and build a caring community. Jake's House is dedicated to delivering assistance to those who need it right now, while also determined to establish a support system for future generations.

The ideal candidate will be working with a dynamic, fast-growing organization, collaborating with a passionate, dedicated team.



JOB OVERVIEW

Jake's House is currently seeking dynamic and highly organized individuals to fill the roles of Programs Office Manager in London and Ottawa, Ontario. Reporting directly to the Associate Director of Employment Training Programs, the successful candidates will lead and manage the families, volunteers and staff supported in the respective regions with a focus on the Skills and Development Program (SDP) for individuals with developmental disabilities. Additionally, they will oversee office operations of various in-person workshops, events, and stakeholders in their respective regions for individuals with autism.

This role requires proactive and detail-oriented individuals who can effectively balance multiple tasks, communicate effectively, and contribute to the organization's overall success.

JOB RESPONSIBILITIES

Programs

- Actively lead and manage communications with the families, volunteers, and staff with a focus on implementing the Skills Development Program (SDP), ensuring effective service delivery to individuals with autism/developmental disabilities.
- Manage and lead office operations of staff (approx. 3 direct reports), various in-person workshops, events, and stakeholders in the respective region.
- Act as a point of contact for participants and families, addressing inquiries and concerns.
- Adapt content, training materials, and activities for participants to meet the needs of the community and demand in the program.
- Monitor participants' and staff progress and suggest learning modifications as necessary.
- Collaborate with JH Head Office to develop and modify SDP curriculum resources and tools accordingly.
- Create strategies to engage and nurture participant learning.
- Perform cross functional, and other management and team duties as assigned.
- Manage classroom and office administration tasks, including acquiring registration list, confirming enrollment, completing evaluations, and communicating results to appropriate personnel or system.
- Communicate effectively with JH Head Office on all core programs; community & connection, legends mentoring program, employment training program & inclusive housing program.

Office Management



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- Manage and implement direction from JH Head Office of all information, updates and communication to staff and community stakeholders as required.
- Manage and implement Jake's House communications with all families and volunteers.
- Maintain office operations, including facilities management, and order supply inventory as needed.
- Manage general program inquiries, comments, and concerns with guidance from JH Head Office.
- General office space management ensuring organizational effectiveness and efficiency.
- Manage relationships with vendors, service providers, and landlord.
- Organize orientation and training of new staff members.
- Maintain a safe, secure, inclusive, and pleasant work environment.

Human Resources

- Onboarding and offboarding with guidance from JH Head Office.
- Lead annual review process and develop performance management KPI metrics for staff, execute twice yearly Employee Survey, assess results with direction from JH Head Office.

JOB REQUIREMENTS

- Minimum 3 to 5 years' experience in a similar position and / or Bachelor's degree or higher in a related discipline.
- Experience in a leadership position as trainer, and / or human resource and /or office management position is an asset.
- Self-motivated, proactive, resourceful, and results-driven; little supervision required to achieve goals.
- Proficient with MS Office software programs (e.g. Outlook, Word, PowerPoint, Excel, etc.).
- Kind and empathetic with a passion for people - understanding the individuals and families we support always come first.
- Experience in a Canadian education system considered to be an asset.
- Excellent written and verbal communication skills, with the ability to write concise, progress reports.
- Must have the ability to be professional, objective, and empathetic while interacting with the individuals taking part in the training program.
- Vulnerable sector check required to be submitted prior to beginning classroom training.
- French bilingualism is a strong asset for Ottawa, and an asset for London.
- Experience working with adults with autism and/or developmental disabilities is preferred.

Ideal Candidates (Culture Fit)



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- Self-starter, proactive, takes initiative, resourceful, bootstrap mentality, go-getter
- Innovative, entrepreneurial, dynamic, creative, collaborative.
- Adaptable, resilient, can switch gears and hats quickly, thrives in dynamic, fast-growing and fast-moving environment.
- Positive, energetic, enthusiastic, passionate.
- Committed, disciplined.
- Compassionate, caring, understanding, genuine, strong 'family values'.

Jake's House is an equal opportunity employer. We do not discriminate on the basis of race, colour, religion, marital status, age, national origin, physical or mental disability, medical condition, gender, sexual orientation, gender identity, or any other status protected by law. We celebrate diversity and are committed to creating inclusive working environments for all employees.