Catholic Family Services
PEEL · DUFFERIN

Safe Centre of Peel

Program Manager - Safe Centre of Peel (Mississauga)

Permanent - 35 hours/week (Full-time)

Catholic Family Services of Peel-Dufferin (CFSPD) is a dynamic, growing family service agency serving all areas of Peel and Dufferin. CFSPD is committed to providing a positive work environment for its employees and excellent services to its clients.

CFSPD is the lead agency to the Safe Centre of Peel - a partnership of 30 social service organizations. The Safe Centre of Peel provides co-located, integrated and coordinated services which addresses the needs of individuals experiencing Intimate Partner Violence.
Are you looking to join a dynamic team making a difference in the community? We want to hear from you!

Why work with us?

At CFSPD, we are committed to fostering a workplace grounded in community, compassion, and integrity, where employees are supported to do meaningful work that makes a difference in the lives of individuals and families across Peel and Dufferin.

This role provides an opportunity to contribute to a unique multi-agency service model while developing leadership experience through:

- Community and cross-sector collaboration
- Program development and service improvement
- System-level coordination
- Operational leadership within the Safe Centre of Peel network

CFSPD supports employee growth through ongoing professional learning and opportunities to work within collaborative and innovative service models.

We offer a comprehensive benefits package, including:

- Pension plan
- Extended health, dental, and insurance coverage
- Generous leave provisions; and
- Free parking

Position Summary

The Safe Centre of Peel has expanded to Mississauga, and CFSPD is seeking an experienced **Program Manager- Safe Centre of Peel** to provide leadership and operational oversight for this unique integrated service model.

Reporting to the Executive Director, the Program Manager will support the effective delivery of Safe Centre services by strengthening collaboration among partner agencies, supporting program excellence, and ensuring services continue to meet the needs of individuals impacted by intimate partner violence.

This role requires a strong understanding of gender-based violence, trauma-informed practice, community-based services, and collaborative systems. The successful candidate will bring leadership experience, strong relationship-building skills, and the ability to navigate complex multi-agency environments.

Salary: $74,000–$80,000 (commensurate with experience)

Responsibilities

Program Leadership & Operations

- Provide leadership and oversight for the day-to-day operations of the Safe Centre of Peel, ensuring effective delivery of the integrated service model.
- Support program planning, implementation, monitoring, and evaluation to ensure services remain aligned with community needs and best practices.
- Monitor operational priorities, identify opportunities for improvement, and support effective risk management practices within a complex service environment.

Partnership & Community Collaboration

- Develop and maintain strong working relationships with Safe Centre partner organizations, community agencies, and service providers.
- Facilitate collaboration among partner organizations to support coordinated and integrated service delivery.
- Liaise with partner agency supervisors regarding operational priorities, emerging needs, and opportunities for improvement.
- Chair and participate in Safe Centre committees, working groups, and community initiatives.

People Leadership & Team Development

- Provide supervision, coaching, training, and support to staff, students, and volunteers.
- Support employee development through ongoing feedback, learning opportunities, and performance discussions.
- Promote a respectful, inclusive, and collaborative workplace environment.
- Support conflict resolution and address workplace concerns using effective communication and problem-solving approaches.

Client-Centered & Trauma-Informed Practice

- Promote trauma-informed, anti-oppressive, and client-centered approaches across Safe Centre services.
- Provide consultation and support regarding client needs, service planning, and appropriate interventions.
- Apply knowledge of intimate partner violence and gender-based violence practices to support effective service responses.
- Contribute to initiatives that strengthen community responses and support for individuals impacted by intimate partner violence.

Agency Leadership & Accountability

- Participate as a member of the CFSPD leadership team and contribute to agency-wide initiatives, policies, procedures, and strategic priorities.
- Maintain program documentation, statistics, reporting systems, and administrative processes to support accountability and decision-making.
- Support program evaluation, reporting requirements, and organizational learning.
- Perform other duties as assigned.

Qualifications

- Master's degree in social work, psychology, education or related field.
- Minimum of 3 years' experience working as manager; experience at a non-profit social services organization preferred.
- Candidates with a regulated professional designation must be registered in good standing, or eligible for registration, with the appropriate professional governing body.
- Thorough understanding of gender-based violence, and intimate partner violence
- Works from an anti-oppression framework, and a strong systems perspective.
- Knowledge and experience with crisis intervention techniques required.
- Comfort navigating complex systems and structures.
- Strong interpersonal skills and proven ability to establish, maintain and nurture teams, and productive working relationships with other community-based organizations.
- Exceptional organizational skills to manage multiple priorities.
- Ability to work with a forward-thinking mindset in a fast-paced, and ever-changing environment.
- Strong conflict resolution skills.
- Demonstrated experience in report writing.
- *Proficiency in a second language is considered an asset.*

How to Apply

Interested candidates are invited to submit a resume and cover letter detailing their qualifications and interest in the position to humanresources@cfspd.com . The posting will remain open until filled.

We will provide accommodations throughout the recruitment and selection process to applicants with disabilities upon request to humanresources@cfspd.com

Catholic Family Services of Peel-Dufferin is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for our employees.

We thank all applicants for their interest in Catholic Family Services of Peel-Dufferin. We will only contact those selected for consideration.