



Senior Manager, Programs and Operations

Durham Children's Aid Foundation
Oshawa, Ontario | Full-Time | Hybrid

About Durham Children's Aid Foundation

Durham Children's Aid Foundation is Durham Region's charity dedicated to improving the lives of children and youth connected to the child welfare system. We raise funds from donors, businesses, service clubs, foundations, and the community, and we invest those dollars locally in practical supports that help young people learn, grow, and feel included.

We are not a government agency and we are not a provider of child welfare services. Our role is to fundraise, steward donor dollars responsibly, and partner with Durham Children's Aid Society and community organizations to ensure children and youth have access to life-changing opportunities.

Through our programs and targeted supports, we help remove barriers and create stability, including education and learning supports, camps and recreation experiences, post-secondary bursaries, emergency assistance, and seasonal initiatives such as Holiday Hope.

Durham Children's Aid Foundation is committed to advancing equity and removing barriers for children, youth, and families connected to the child welfare system. We recognize the disproportionate impact of systemic inequities on Black, Indigenous, racialized, newcomer, 2SLGBTQ+, and disabled communities. Our work is grounded in dignity, inclusion, and culturally responsive practice, and we seek team members who share this commitment.

Position Summary

The Senior Manager, Programs and Operations is the Foundation's operational lead and people manager responsible for program delivery, internal operations, and day-to-day execution. Reporting to the Executive Director, this role turns priorities into clear workplans, assigns and tracks deliverables across the team, and ensures programs and administrative processes are completed to deadline and quality standards.

This is a hands-on, player-coach role. You will lead execution and also complete key operational deliverables, particularly those tied to program closeout, partner and funder reporting, grant administration, and year-end readiness.

During peak periods such as Holiday Hope and fiscal year-end close, this role provides additional on-site and hands-on operational support to keep timelines and standards on track.

What success looks like

- Programs run on clear timelines with strong documentation, clean closeouts, and reliable reporting.
- Donation processing and tax receipting are accurate, timely, and well-controlled.
- The team has clear priorities, consistent follow-through, and fewer last-minute escalations

Key Responsibilities

Program Leadership and Delivery

- Lead planning, assignment, and execution across Foundation programs, including Holiday Hope, Bursaries, Camps for Kids, Ski Club, and emergency assistance.
- Partner with Durham Children's Aid Society and community organizations to support delivery, reporting, and continuous improvement.
- Ensure program documentation, outcomes tracking, and reporting requirements are accurate, complete, and submitted on time.
- Monitor participant experience and implement improvements based on evidence and feedback.
- Ensure programs close properly, including documentation completion, outcome summaries, and financial reconciliation handoffs aligned with donor intent and funding agreements.

Operations, Controls and Reporting (Donor Data, Receipting, Grants, Month-End Readiness)

- Oversee operational controls that protect donor trust, including gift processing workflows, tax receipting quality checks, and data integrity in DonorPerfect.
- Ensure alignment across bank activity, QuickBooks, and DonorPerfect through disciplined documentation and reconciliation readiness.
- Maintain grant calendars, files, agreements, and reporting requirements, and coordinate operational content for grant applications and funder reports.
- Create and maintain simple tools that keep work organized: templates, checklists, trackers, and an exceptions log.

Operations and Systems Leadership

- Build and maintain operational systems and workflows that make delivery consistent, repeatable, and efficient.

- Identify gaps and bottlenecks and implement practical improvements that reduce errors and delays.
- Implement purchasing, reimbursement, and documentation controls to support good stewardship of donor dollars.

People Management and Accountability

- Manage day-to-day performance for program and administrative staff through clear expectations, priorities, coaching, and follow-through.
- Run structured check-ins and team meetings focused on delivery, removing barriers, and tracking commitments to completion.
- Develop and implement staff onboarding, annual goal setting, training, and professional development plans.
- Ensure appropriate resources to address operational priorities and the team's capacity to deliver, including exploring temporary staff to address peak seasonal needs.

Organizational Reporting

- Provide regular operational updates to the Executive Director, including risks, progress, and upcoming deadlines.
- Support Board reporting related to program delivery, operational capacity, and reporting readiness.

Qualifications

- Minimum three to five (3-5) years of progressive experience in operations, program management, or organizational leadership.
- Experience in nonprofit or community-based environments strongly preferred.
- Demonstrated experience coaching to optimize team performance, priorities, and accountability.
- Experience overseeing donation processing and tax receipting workflows and maintaining CRM data quality.
- Experience coordinating grant applications and managing reporting requirements in documentation-heavy environments.
- Strong operational and financial acumen, with comfort working across QuickBooks and CRM systems (DonorPerfect preferred).
- Excellent organization, judgment, and communication skills.
- Comfortable working in a small, fast-paced organization where leadership is hands-on.

Who You Are

You bring clarity and structure working in a team environment. You follow through. You are calm, direct, and consistent. You care about community impact and understand that strong systems protect donor trust and improve outcomes for children and youth.

Compensation and Benefits

We offer a competitive salary commensurate with experience (salary range: \$80,000 to \$90,000 CAD), comprehensive medical and dental benefits, four weeks of vacation, and a hybrid work environment.

Equity, Accessibility and Inclusive Hiring

Durham Children's Aid Foundation is an equal opportunity employer. We are committed to building a diverse and inclusive workplace and strongly encourage applications from individuals who identify as Black, Indigenous, racialized, newcomers, 2SLGBTQ+, persons with disabilities, and those with lived experience in or connected to the child welfare system.

Accommodations are available at every stage of the recruitment process in accordance with AODA.

How to Apply

Please apply using our online application form. You can access the form through our website at durhamcaf.ca or apply directly using the link below:

<https://form.jotform.com/260633934254054>

If you experience technical issues, please email talent@durhamcafoundation.ca.

A resume is required. A cover letter is not required.

Application deadline: March 20 at 4:00 p.m. (ET). Candidates selected for an interview will be contacted directly.