JOB POSTING

POSTING #: 2026-41

POSITION TITLE: Senior Manager, Program Transformation and Service Excellence

THE OPPORTUNITY

Join one of the Top 10 Canadian Youth Impact Charities of 2022 today! Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.

Learn more about Eva's Initiatives and the work that we do.
About Us - Eva's Initiatives for Homeless Youth (evas.ca)

Role Overview

Senior Manager, Program Transformation and Service Excellence is responsible for leading strategic initiatives, quality improvement activities, service excellence projects, program transformation efforts, and the implementation of time-limited initiatives. The role serves as a key strategic partner to the Senior Director, Programs and Services in advancing project outcomes across the Programs and Services portfolio. Working across all programs and sites, the role provides leadership in project planning, implementation, monitoring, change management, evaluation, and engagement.

The Senior Manager, Program Transformation and Service Excellence operates with a high degree of autonomy, decorum, and discretion. The role requires strong relationship-building skills, comfort with ambiguity, attention to detail, solution-focused, exceptional project management abilities, and a commitment to anti-oppressive, anti-racist, trauma-informed, harm reduction, and youth-centered approaches.

This role reports to Senior Director, Programs and Services.

RESPONSIBILITIES

Strategic Projects and Organizational Improvement

- Lead special projects on behalf of the Senior Director, Programs and Services that support organizational strategic priorities and service excellence.
- Design, coordinate, implement, and evaluate complex cross-functional initiatives involving multiple programs, sites, and stakeholders.
- Develop project charters, implementation plans, work plans, timelines, risk assessments, communication plans, and evaluation frameworks.

- Lead organizational reviews and recommendations related to program effectiveness, service delivery models, staffing structures, operational processes, and system improvements.
- Support the implementation and sustainability of innovations, pilot projects, and new program models.
- Ensure that projects funded through grants, donations, and time-limited funding opportunities achieve stated deliverables, outcomes, and reporting requirements.
- Develop sustainability plans for successful pilot initiatives and support integration into ongoing service delivery where appropriate.
- Identify opportunities to leverage funding, partnerships, and organizational resources to improve outcomes and program effectiveness.

Quality Improvement and Service Excellence

- Lead the development and implementation of a comprehensive quality improvement framework across Programs and Services.
- Support the program and services management team in refining, implementing, and evaluating service delivery models, including:
    - Case Management Models
    - Trauma-Informed Practice
    - Youth-Centred Service Delivery
    - Harm Reduction Approaches
    - Housing Stabilization Models
    - Equity-Based Service Planning
- Work with the programs and services staff to identify and address systemic barriers, service inefficiencies, and inconsistencies in program delivery.
- Develop recommendations aimed at reducing operational silos across sites and strengthening integrated service delivery approaches.
- Design and implement continuous improvement processes using data, staff feedback, youth feedback, and organizational learning.
- Support department reviews to identify opportunities to improve effectiveness, consistency, accountability, and quality across programs.

Organizational Effectiveness Projects

Lead and support initiatives related to:

- Programs and Services model review and optimization.
- Critical incident trend analysis, youth and staff safety reviews, and organizational learning.
- Program capacity assessments and service coverage analysis.
- Operational planning processes.
- Support implementation of staff feedback mechanisms and improvement plans related to the department.
- Identify trends impacting employee experience and service quality.

Equity and Accountability Initiatives

- Monitor and evaluate deliverables related to Black youth-specific programming and equity commitments.
- Support accountability frameworks for anti-Black racism and anti-oppression initiatives.
- Monitor program outcomes and service commitments for 2SLGBTQ+ and Indigenous youth in accordance with organizational and funder obligations.

- Develop performance measurement frameworks that assess equity outcomes and service quality.
- Provide recommendations that strengthen culturally responsive programming and service accessibility.

Monitoring and Evaluation

In collaboration with appropriate staff:

- Promote organizational efforts to strengthen data quality, reporting accuracy, and accountability to inform service improvements and storytelling.
- Identify trends, opportunities, risks, and emerging programmatic/service issues requiring leadership attention.
- Develop strategies to strengthen staff competency related to data collection, documentation standards, and reporting expectations.
- Evaluate project outcomes and prepare lessons learned, recommendations, and implementation plans.
- Develops and implements monitoring and reporting frameworks, tools, and processes to track program performance, project implementation, service quality, and progress against established organizational objectives.
- Monitors key performance indicators (KPIs), project milestones, service delivery outcomes, and operational targets across programs and sites to identify trends, gaps, risks, and opportunities for improvement.

Engagement

- Design and implement mechanisms that support meaningful youth engagement and regular feedback.
- Develop systems that ensure youth voice is incorporated into program design, service delivery, and quality improvement efforts.
- Establish organizational processes to ensure feedback is collected, analyzed, communicated, and acted upon in a timely and transparent manner.
- Build and maintain strong relationships with internal and external stakeholders.
- Assist in collaborating with funders, community organizations, educational institutions, government representatives, consultants, and partners on special initiatives.
- Facilitate project committees, working groups, consultations, and stakeholder engagement sessions.

Time-Limited Initiatives and Funding Accountability

- Support leadership with programs and initiatives funded through grants, donor contributions, pilot funding, and special project funding.
- Support project success and completion, addressing barriers, finding solutions, and communicating status updates.
- Monitor project deliverables, milestones, outcomes, budgets, and reporting requirements.
- Support proposal development, implementation planning, and evaluation activities.
- Create sustainability and transition plans for projects that demonstrate positive outcomes.
- Identify opportunities to scale successful initiatives and integrate them into long-term organizational planning.

Communications and Reporting

- Prepare executive-level reports, briefing notes, proposals, presentations, recommendations, and business cases.
- Develop communication materials related to change management, project implementation, and engagement.
- Present findings, recommendations, and project outcomes to senior leadership, and community stakeholders.

QUALIFICATIONS

- Post-secondary education in Business Administration, Project Management, Public Administration, Social Services, Human Services, Organizational Development, Quality Improvement, Evaluation, or a related field. Equivalent combinations of education and relevant experience may be considered. *Qualifications outside of Canada must be assessed by a recognized certification body to demonstrate Canadian equivalency*.
- A minimum of five years of progressive experience in project management, program monitoring, quality improvement, organizational development, service transformation, evaluation, or a related field.
- Demonstrated experience leading complex projects or organizational initiatives from planning and implementation through monitoring, evaluation, and reporting.
- Experience working in community-based services, social services, youth-serving organizations, housing and homelessness services, or other nonprofit environments is an asset.
- Demonstrated knowledge of project management methodologies, change management principles, continuous quality improvement, performance measurement, and evaluation practices.
- Experience developing project plans, implementation frameworks, performance indicators, monitoring tools, evaluation reports, briefing documents, and recommendations for senior leadership.
- Strong analytical skills, including the ability to interpret quantitative and qualitative data, identify trends, assess outcomes, and translate findings into actionable recommendations.
- Demonstrated ability to lead cross-functional initiatives, facilitate stakeholder engagement, build collaborative relationships, and influence outcomes without relying solely on direct authority.
- Strong organizational, planning, and time management skills, with the ability to manage competing priorities and deliver high-quality work within established timelines.
- Excellent written and verbal communication skills, including the ability to prepare executive-level reports, facilitate meetings, deliver presentations, and communicate complex information clearly.
- Demonstrated ability to exercise independent judgement, manage ambiguity, resolve complex problems, maintain confidentiality, and handle sensitive organizational matters with discretion.
- Proficiency in Microsoft Office applications, particularly Excel, Word, PowerPoint, and tools used for project tracking, data analysis, and reporting.
- Demonstrated commitment to anti-oppressive, anti-racist, trauma-informed, harm reduction, and youth-centred approaches, with an understanding of the systemic barriers affecting youth experiencing homelessness.
- Ability to work collaboratively across multiple sites, engage diverse stakeholders, and support organizational change in a complex service delivery environment.
- Certification in Standard level C First/Aid CPR

- Clear Vulnerable Sector Check is required

SALARY

$84,241.00 - $97,760.00

We advise all applicants with work permits that obtaining employment with Eva's will not guarantee the approval of any application for Permanent Resident status and emphasize that Eva's positions may not qualify under the government's Ontario Immigrant Nominee Program (OINP) or Labour Market Impact Assessment (LMIA) initiatives.

Eva's does not use any form of artificial intelligence (AI) at any stage of the recruitment process. These stages include candidate screening and shortlisting, assessment and selection.

APPLY

Submit a cover letter and resume in one PDF document by November 17, 2026, to **careers@evas.ca**. Be sure to indicate **2026-41 Senior Manager, Program Transformation and Service Excellence** in the title. No phone calls, please.

CONDITIONS OF EMPLOYMENT

https://www.evas.ca/conditions-of-employment/

LAND ACKNOWLEDGEMENT

https://www.evas.ca/land-acknowledgement/

LOOKING TO LEARN AND GROW WITH US?

Check out all our employment opportunities on our website at https://www.evas.ca/employment/

Eva's Initiatives for Homeless Youth
Administrative Office: 60 Brant Street, Toronto, Ontario, M5V 3A8
Email info@evas.ca | Website www.evas.ca

Connect with us @evasinitiatives