



Internal & External Job Posting – Medical Leave Coverage

Position:	Assistant Manager – Family Services
Reports to:	Director, Family Services
Contract type:	Full Time, 3 Months Medical leave coverage
Location:	Peel Region (Multi Site)
Rate:	\$61,799 Per Year, 35 Hours Per Week
Position Type:	This position is NOT part of the bargaining unit
How to apply:	Please email your resume with a cover letter to hr@mnsinfo.org

MNS is a non-profit charitable organization which has provided settlement and community support services since 1975. For more information about MNS, please visit our website at www.mnsinfo.org

Position Summary: The Assistant Manager – Family Services supports the Program Managers in the department to effective delivery and make continuous improvement of programs. The role provides day-to-day program and educator supervision, promotes high-quality early learning practices, supports staff development, and ensures programs are welcoming, inclusive, safe, responsive, and aligned with applicable legislation, organizational policies, and sector best practices. Also works collaboratively with staff, children, volunteers, families, to strengthen outcomes for children and families. The role applies principles and practices including How Does Learning Happen? (HDLH), ELECT, Think, Feel, Act, and Family Resource Program (FRP) frameworks.

Key Duties & Responsibilities

- Support the Program Managers in the planning, implementation, monitoring, and continuous improvement of Family Services programs.
- Oversee day-to-day program operations, including staff scheduling, volunteers, students, and coverage.
- Promote and maintain high-quality, inclusive, culturally responsive, and community-based programming for children and families.
- Build staff capacity through coaching, mentoring, modelling, observation, feedback, and professional development, using HDLH, ELECT, Think, Feel, Act, and FRP principles.
- Support staff meetings, performance reviews, goal setting, professional learning, and team development.
- Promote children's learning, development, health, safety, and well-being, and strengthen positive relationships with families.
- Develop and maintain collaborative relationships with families, community partners, and service providers, including appropriate referrals.
- Address family and program concerns, complaints, and service issues, escalating matters to the Program Managers.
- Ensure programs comply with relevant legislation, regulatory requirements, health and safety standards, privacy requirements, and organizational policies and procedures.
- Maintain a safe, welcoming, clean, accessible, inclusive, and child-centred environment.
- Maintain accurate participant records, program documentation, databases, statistics, and reports.
- Ensure the confidentiality, security, and appropriate handling of personal and program information.
- Manage program supplies, purchasing, inventory, and resources within approved processes and budgets.



- Provide reception and administrative support when required.
- Participate in organizational meetings, training, community activities, and special initiatives.
- Collaborate with internal and external stakeholders to support integrated and effective service delivery.
- Perform other related duties as assigned by the Program Director or designate.

Required skills and qualifications

- Diploma or degree in Early Childhood Education (ECE) or an equivalent combination of education and relevant supervisory experience.
- Registered Early Childhood Educator (RECE) designation.
- Minimum three years of relevant experience working with families and children ages 0–6, preferably including supervisory or lead responsibilities.
- Current CPR and First Aid certification.
- Knowledge of child development, early learning practices, family support, and positive parent-child relationships.
- Knowledge of community-based services and referral resources for children and families.
- Demonstrated understanding of HDLH, ELECT, Think, Feel, Act, and/or FRP principles.
- Demonstrated ability to plan and deliver high-quality, welcoming, inclusive, and culturally responsive programs.
- Strong coaching, leadership, problem-solving, decision-making, and conflict-resolution skills.
- Excellent interpersonal, verbal and written communication skills.
- Strong presentation, facilitation, and group leadership skills.
- Demonstrated ability to work effectively with diverse children, families, colleagues, volunteers, and community partners.
- Strong organizational, time-management, prioritization, and multitasking skills.
- Proficiency in Microsoft Office and program/database tracking systems.
- Ability to work independently while contributing effectively as part of a multidisciplinary team.
- Flexibility to respond to changing program and operational needs.
- A second language is considered an asset.

Upon hire, candidates must provide a valid Vulnerable Sector Screening (VSS) obtained within the last 6 months.

We thank all applicants, however, only candidates selected for interviews will be contacted.

We are committed to providing accommodation throughout the recruitment process. If you require accommodation, please notify us and we will work with you to meet your needs. "We thank all applicants for their interest in MNS. However, only candidates selected for an interview will be contacted. No telephone calls please."