



**Internal/External Posting  
CSO Manager  
Full-Time Non-Unionized  
1-Year Maternity Leave Contract**

Nellie's is a place of respite and rejuvenation for women\* and their children navigating a variety of challenges. Through community outreach, skill-building programs, and space for the unhoused to find shelter, clients are empowered to take steps to change their lives. We welcome people who seek guidance as they reclaim their strength and tap into their resilience to find a new path for their life. The individuals who come through the shelter or access our community outreach programs come to us with unique experiences and needs. Nellie's mandate to help all women and their children, regardless of circumstances is what makes the organization's work essential.

\*Nellie's affirms the inclusion of trans women and non-binary people in our vision of who we serve and support.

The CSO Manager provides overall leadership, management, and strategic oversight of Nellie's Community Support & Outreach programs, including Community Housing Programs, Outreach, Client Services, and related administrative functions. This role ensures high-quality, client-centred service delivery grounded in feminist, AR/AO, and trauma-informed practice.

The CSO Manager is responsible for the day-to-day management of CSO programs and staff, including housing staff and outreach staff. The role provides advanced case consultation, crisis response, and oversight of housing and advocacy services, while maintaining strong community partnerships and ensuring compliance with funder and legislative requirements.

### **Key Responsibilities**

#### **Program Operations & Leadership**

- Provide leadership and management of day-to-day CSO program operations, including community housing and outreach services.
- Oversee program planning, implementation, monitoring, and evaluation to ensure program goals and outcomes are met.
- Contribute to the development of short- and long-term program goals, policies, and strategic initiatives aligned with Nellie's mission.
- Identify service gaps and support the development of new or enhanced programs in response to emerging community needs and demographic shifts.
- Ensure timely and accurate data collection, analysis, and reporting for internal use and funder requirements.
- Support fund development by providing program data, narratives, and reports as required.

### **Community Housing & Advocacy Oversight**

- Provide management-level oversight and support to the Community Housing program, ensuring effective supervision and resourcing of housing staff.
- Support staff with complex housing cases, including advocacy related to family, criminal, immigration, and landlord/tenant matters.
- Ensure staff are knowledgeable about housing systems, resources, and legislation, including the Residential Tenancies Act.
- Maintain awareness of housing initiatives and opportunities across Toronto and the GTA.
- Support advocacy efforts with external systems, including legal services, victim services, law enforcement, and housing providers.

### **Staff Management & Supervision**

- Directly manage CSO staff, including Housing Workers, Outreach staff, students, and volunteers.
- Lead recruitment, onboarding, training, supervision, performance management, and professional development of staff.
- Conduct regular supervision meetings, annual performance evaluations, and support individual learning goals.
- Foster a supportive, accountable, and collaborative team culture.
- Address staff concerns, mediate conflicts, and support restorative approaches to workplace challenges.

### **Case Management & Crisis Support**

- Provide advanced case consultation and guidance to staff supporting women with complex and intersecting needs.
- Support staff in crisis response, safety planning, and risk management as required.
- Participate in case conferences and interdisciplinary collaboration to support client outcomes.

### **Community Relations & Outreach**

- Represent Nellie's CSO programs within the community and with partners, funders, and stakeholders.
- Develop and maintain strong relationships with community agencies, housing providers, and service networks.
- Respond to and resolve community inquiries, concerns, and partnership-related issues.
- Support community education, outreach initiatives, and participation in sector tables and meetings.

### **Administration, Reporting & Compliance**

- Oversee program budgets in collaboration with the Program Director.
- Ensure accurate maintenance of client records and databases (e.g., WISH) and compliance with funder and legislative requirements.
- Review and approve staff schedules, timecards, overtime, and accruals.
- Ensure incident reporting, WSIB documentation, and health and safety protocols are completed as required.
- Maintain organized program, supervision, and operational records.

## **Organizational Contribution**

- Adhere to all Nellie's policies, procedures, and values.
- Participate in organizational meetings, planning, and team-building activities.
- Contribute to a collaborative management team and support overall agency operations.
- Perform other duties as assigned by the Program Director.

## **Qualifications & Experience**

- Bachelor of Social Work (BSW) and registration with the Ontario College of Social Workers and Social Service Workers, or equivalent combination of education and experience.
- Minimum 5+ years of progressive experience in the social services sector, with at least 2-3 years in a management role.
- Demonstrated experience managing community-based programs, preferably within the VAW, housing, homelessness, or related sectors.
- Strong knowledge of housing systems, advocacy practices, and relevant legislation, including the Residential Tenancies Act.
- Proven experience working within feminist, anti-racism/anti-oppression, and trauma-informed frameworks.
- Experience with project management, data tracking, reporting, and program evaluation.
- Strong leadership, communication, mediation, and relationship-building skills.
- High level of organizational and administrative competence; proficiency in MS Office.
- Ability to work independently, manage competing priorities, and adapt in a fast-paced environment.
- Flexibility to work occasional evenings and weekends.
- Valid CPR/First Aid certification required or willingness to obtain.
- Additional certifications (e.g., CPI, ASIST, CBT, Mental Health First Aid) considered assets.

**Duration of Contract: 12 – months**

**Hours: 35 hrs/week – Monday to Friday 9am to 5pm**

**Salary: Starting \$67,000 annually**

**Date of Posting: January 27<sup>th</sup>, 2026**

**Deadline to Apply: February 27<sup>th</sup>, 2026**

Nellie's is committed to the development of an agency that reflects the women it serves. This position is open to all women\*. Woman\* signifies anyone who self-identifies as female, femme and/or woman. This includes transwomen, cisgender women, non-binary people who identify as femme or female presenting. Applications from equity seeking groups are strongly encouraged.

**Please submit your application by email to [hr@nellies.org](mailto:hr@nellies.org). Only candidates selected for an interview will be contacted. The successful candidate will be required to provide a Police Records Check for the Vulnerable Sector prior to starting.**

Nellie's is a unionized workplace with the Workers United Canada Council.