

MANAGER, CHILD & FAMILY DEPARTMENT
1-year contract (possibility of extension)

Delta Family Resource Centre (Delta Family) is a community-based agency, which has served diverse communities in North-West Toronto for over 40 years. Black-led, Black serving and Black Focused (B3) Delta Family has served Toronto's diverse Northwest neighbourhoods since 1981, and our dedicated team of 60 professionals provide a wide range of programs, customized services and activities in six locations. These programs enhance individual skills and promote well-being and healthy communities. Committed to anti-oppression, addressing Anti-Black racism and inclusive ways of engaging participants, Delta Family is place-based and race-based. Situated in ethno-racially diverse communities, the agency envisions vibrant, empowered communities where Black potential is nurtured and celebrated, and all people thrive. Delta Family provides a responsive range of programs, services and activities for families, young children and their caregivers, youth, the Black community and seniors. Delta Family operates on a hybrid model, with staff currently required to deliver in-person services at least 3 or 4 days weekly, according to program needs.

Position Overview

The **Manager, Child & Family Department** provides strategic leadership and operational oversight for a portfolio of child- and family-focused programs, with a strong emphasis on Black-mandated and Black-focused Early Years programming. The role oversees multiple programs delivered across sites, including **Black EarlyON, Kujistahi, After School (ASP), and several EarlyOn/Family Resource (FRP) programs as well as the NEW Nguzo Saba Black EarlyON Centre**. This position requires strong knowledge of early childhood development, family support principles, community development, and culturally responsive, identity-affirming programming for Black families and other diverse communities. The Manager supervises Team Leads and frontline staff, including Early Childhood Educators and Child & Family workers, and provides leadership to ensure progressive, high-quality, welcoming, and developmentally appropriate environments for children, parents, and caregivers.

This role requires lived experience as a member of the Black community, as this is essential to provide the leadership of this complex portfolio which includes many Black-focused programs which are identity-affirming, and grounded in the lived realities of Black communities and lead Africentric programming in the sector.

Core Competencies

- Application of trauma-informed, culturally responsive, anti-oppressive and Anti-Black racism practices
- Intercultural competency and sensitivity to diverse family and community needs
- Strong leadership, problem-solving, planning and organizational skills
- Ability to include, guide and support a diverse staff through frontline and operational challenges
- Strong interpersonal skills and ability to build effective partnerships

Key Responsibilities

- Provide leadership and oversight for all programs within the Child & Family Unit, ensuring alignment with EarlyON guidelines and Delta Family's B3 mandate.
- Oversee the establishment of the first of two Black EarlyON centres in Toronto
- Champion, guide, coach and promote Black-focused programming in Delta Family's Child & Family dept.
- Ensure that the 3 legacy FRP programs continue to grow and develop, serving diverse communities
- Supervise Team Leads and departmental staff to deliver high-quality, inclusive, culturally responsive programming for children, parents, and caregivers.
- Oversee program planning, implementation, evaluation, and reporting across multiple sites.

- Lead the development and delivery of culturally relevant programs that reflect the lived realities of Black families and communities.
- Ensure safe, welcoming, developmentally appropriate environments that affirm cultural identity and belonging.
- Oversee site operations, logistics, and safety protocols and maintain effective systems, including staffing coverage, scheduling, program calendars, and documentation.
- Strengthen partnerships with diverse partners and networks to enhance service delivery.
- Represent Delta Family at sector tables and community networks to support collaborative and integrated service models.
- Ensure compliance with organizational policies, EarlyON and funder requirements, and reporting standards.
- Oversee site operations, logistics, and safety protocols.
- Support funding applications, departmental reporting, and organizational planning processes.
- Provide leadership and guidance on frontline escalations to ensure consistent service quality across sites.
- Lead continuous improvement efforts by monitoring outcomes, reviewing feedback, and implementing enhancements to strengthen participant experience.
- Work collaboratively with other departments to support integrated service delivery and organizational impact.
- Advocate for the needs of Black and other families served.

Qualifications

- Degree or diploma in Child & Youth Care, Community Development, Early Childhood Education, Social Services, or a related field or relevant experience
- Minimum 3 years of supervisory or management experience
- Lived experience and deep understanding of the challenges faced by diverse Black communities
- Minimum 3–5 years of experience leading early years, child, youth, family support or community engagement programs in a community setting
- Strong knowledge of child development, youth engagement, family support principles, and community-based programming
- Proven experience engaging with underserved communities, particularly Black families and grassroots agencies
- Demonstrated experience in leading multiple programs and introducing new innovative initiatives
- Demonstrated ability to mobilize community-led initiatives and support organizational advocacy
- Excellent group facilitation and communication skills, both verbal and written
- Experience with documentation, reporting, and program evaluation
- Experience in grant writing and resource development is an asset
- Proficiency in Microsoft Office and comfort with digital tools
- Strong command of the English language, verbal and written; additional languages are an asset
- Clear Vulnerable Sector Check required

DEADLINE: January 14th, 2026

How to Apply

Submit their cover letter and resume by the closing date to hiring@dfrc.ca. Please include "Manager, Child & Family Dept" in the subject line.

Salary: \$72,000 to \$75,000 (benefits included after probation; compensation being reviewed)

Please note that qualified internal candidates will be considered before external candidates are interviewed.

Delta Family is an equal opportunity employer and will accommodate the needs of candidates throughout the selection process.

Delta Family thanks all applicants. Unfortunately, only shortlisted candidates will be contacted.