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Manager, Violence Prevention Programs Job Description

September 2026

The Redwood assists women and children to live and thrive free from abuse, homelessness, and poverty. Core services include a 37-bed emergency shelter, 24/7 access to counsellors through text, live chat and telephone crisis lines, employment initiatives to help survivors become economically self-sufficient, and anti-violence intervention and prevention counselling that Redwood caseworkers bring directly to survivors living in neighborhoods all over the GTA.

As an organization, we demonstrate our commitment to our mission by working from a client-centered, feminist, anti-racist and anti-oppression framework. We are committed to social change through learning, collaboration, and advocacy.

Job Summary

The Manager, Violence Prevention Programs works under the general supervision of the Director, Programs and Client Services to oversee The Redwood's community support programs, including the Hub-on-Wheels, Transitional Support Program and the Women in Trades and Technology Program (WITT), and other outreach initiatives.

Duties and Responsibilities

- Manage day-to-day administrative, logistical, and staffing operations related to The Hub-On-Wheels and WITT Programs.
- Recommend program changes necessary to continue meeting the needs of clients while ensuring program effectiveness and efficiency, meeting targets and preparing written reports as necessary.
- Ensure all program protocols, practices, policies and procedures are revised in keeping with emerging issues, as well as changes in delivery service model(s).
- Delegate responsibilities as necessary, for program delivery and activities.
- Implement services and programs in accordance with legislative and regulative requirements, the organization's anti-racism and anti-oppression framework, Board policy and directives and other best practices.
- Guide and develop a high-performance team.
- Ensure appropriate collection of data for the purposes of planning, including programs and services, evaluation, budget, human resources, facility, and reporting to funders or grantors.
- Assist in the preparation of funding proposals and reports.

- Prepare reports as required, collect data, and ensure up-to-date and timely tracking of services and client case notes.
- Ensure client database reflects required data elements for supporting clients, and program goals and objectives.
- Deliver services and programs in accordance with legislative and regulative requirements, the organization's frameworks, and other organizational policies and best practices.
- Ensure ongoing hours, wellness support, and case management supports to clients including informal counselling, problem-solving around client needs, and referrals to community supports.
- Establish and maintain community partnerships and other outreach efforts.
- Act as a liaison between management, project staff team and vendors/partners by conducting meetings to review project details and obtain approval and sign offs.
- Maintain system implementation and sustainability of systems and projects.
- Develop internal systems, implementation processes and reporting capabilities to support the organization in various areas of project management.
- Assign roles and responsibilities to appropriate facilitators, team members, and instructors.
- Perform inventory assessment, budget control and documentation.
- Create or approve individual or job specific protocols and forms.
- Direct and chair and/or facilitate case management meetings and client plans of action to ensure timely and appropriate service provision in line with organization's mission, vision and core values.
- Escalate client and time management issues, as necessary.
- Perform all duties relevant to program deliverables.
- Ensure staff are utilized effectively, are well-trained, supported, and have opportunities to operate with high job satisfaction and at optimal performance levels.
- Perform additional responsibilities as requested and required.

General

- Adhere to all policies, procedures, guidelines, routines, and requirements of The Redwood.
- Abide by The Redwood's Code of Conduct/HR Policies.
- Punctually attend meetings and supervision. Fully participate in team discussions, information sharing and ideas.
- Contribute to the building of a cohesive and motivated team that works in an environment that is flexible, adaptable, and open to continuous learning, unlearning and change.
- Able and willing to work from a feminist and trauma-informed approach.
- Understanding of Violence Against Women / Gender-Based Violence.
- Able and willing to promote harm reduction practices and anti-oppression framework.
- Maintain confidentiality of all the Redwood clients and organizational information.
- Demonstrate excellent judgement and an ability to work independently.
- May be assigned other responsibilities, within reason, as determined by the Director, Program and Client Services

Working Conditions

- Works extensively at a desk using a computer for up to 8 hours in a working day.
- May be required to travel outside the organization for partnership events and meetings.
- Report in-person at The Redwood office.

Qualifications

- Bachelor's degree or Masters in social work, or a related field.
- Strong knowledge of violence prevention strategies and best practices.
- Knowledge and experience managing caseloads related to gender based violence.
- Strong communication skills – verbal and written.
- Good problem solving and evaluative thinking skills.
- Exceptional interpersonal and communication skills.
- Experience managing programs in the non-profit sector.
- Ability to collaborate with diverse stakeholders and community partners.
- Valid Vulnerable Sector Screening Report.

Application Deadline: October 15, 2026

Reports to: Director, Programs and Client Services

Employment Type: Full-time permanent position to fill an existing vacancy.

Schedule: Monday to Friday (on-site)

Salary: \$83,640

Resume and Cover letter to: recruitment@theredwood.com

The Redwood is committed to the development of a staff and management team that reflects the diversity of the communities we serve.

Applications from Indigenous Women, Women of Color, 2SLGBTQ+ and Women with disabilities are strongly encouraged. The Redwood provides accommodation during all parts of the hiring process upon request to applicants with disabilities. If contacted, please advise of any accommodation required.

Please note that as a congregate living setting, The Redwood requires all its workers to be fully vaccinated against Covid-19. Proof of full vaccination status or proof of medical exemption will be required to be considered for the position.

The Redwood does not use AI in the selection and recruitment process to screen, assess, and/or select candidates. We are committed to a transparent and equitable hiring process.

We thank everyone for their interest in this position; however, only candidates invited to an interview will be contacted. As submissions are reviewed frequently, early submission is encouraged.