Cancer Assistance PROGRAM | Help when you really need it.

Director, Programs and Operations | Cancer Assistance Program

The Cancer Assistance Program (CAP) is a community-based, not-for-profit organization offering free services to ease the physical, emotional, and economic impact of cancer on individuals and families in our community. Our services help reduce financial burdens, remove barriers to care, and improve day-to-day quality of life.
Guided by compassion, respect, trust, inclusion, and community, our staff work alongside a dedicated team of volunteers to ensure people affected by cancer receive assistance when they really need it.

The Opportunity
As CAP continues to grow, we are excited to introduce the newly created role of Director, Programs and Operations. Reporting to the CEO, the Director will lead CAP's programs, services, and day-to-day operations, with direct responsibility for the Equipment, Drive, and Volunteer Coordinators. The Director will provide leadership and support to staff and volunteers, oversee program delivery and continuous improvement, manage program budgets and resources, and use data and client feedback to guide service enhancements. Working closely with the CEO and community partners, the Director will translate strategic priorities into action, ensuring CAP's services remain accessible, effective, and responsive to the needs of individuals and families affected by cancer.

Main Areas of Responsibility

- **Leadership and Staff Management:** Provide direction, coaching, and support to direct reports, manage performance, and foster a collaborative and accountable team environment.
- **Program and Operational Management:** Oversee daily operations and the planning, delivery, evaluation, and continuous improvement of CAP's programs and services.
- **Volunteer Management:** Oversee volunteer recruitment, onboarding, training, scheduling, engagement, and recognition, with support from the Volunteer Coordinator.
- **Financial Planning and Resource Management:** Develop and manage program budgets in collaboration with the CEO and Finance Manager, monitor expenditures, and ensure the effective use of staff, volunteers, equipment, and other resources.

- **Data Management and Reporting:** Oversee client and volunteer databases, analyze service outcomes and trends, and provide reports and recommendations to support planning and decision-making.
- **Risk Management and Compliance:** Manage operational risks, oversee incident follow-up, and ensure programs follow organizational policies, safety standards, and applicable requirements.
- **Community Partnerships and Collaboration:** Build relationships with healthcare providers, community organizations, and referral partners to strengthen service coordination and access to support.

Key Competencies

- Collaborative leadership and team development
- Strong planning and organizational skills
- Sound judgment and practical problem solving
- Effective communication and relationship building
- Compassionate, client-centred approach
- Strong analytical skills and financial acumen
- Flexible, adaptable approach to change
- Demonstrated accountability and integrity

Qualifications and Experience

- Postsecondary education in business administration, nonprofit management, public administration, health administration, or a related field, or an equivalent combination of education and experience.
- At least five years of progressively responsible experience in program management, operations, or service delivery, including staff supervision and development.
- Experience managing multiple programs, budgets, and competing operational priorities.
- Proficiency with Microsoft Office, particularly Excel, and experience using databases and reporting tools to support analysis and decision-making.
- Experience working with volunteers and volunteer-supported programs is an asset.
- Experience in nonprofit, healthcare, or community services settings is an asset.
- Satisfactory Vulnerable Sector Check.
- Valid driver's licence and $2 million in third-party liability insurance.

Working Conditions

This position requires a regular on-site presence to support staff, volunteers, clients, and daily operations, with flexibility for occasional remote work subject to operational needs and CEO approval.
Occasional evening or weekend work and travel to community meetings, partner organizations, and off-site events may be required. The Director will also provide occasional hands-on support across CAP's programs, including assisting with program supplies or equipment using appropriate assistance and safe handling practices.
We thank all applicants for their interest. Only those selected for an interview will be contacted.

CAP welcomes applications from people with disabilities. Accommodations are available upon request throughout the recruitment and selection process. If you require an accommodation, and have been contacted for an interview, please advise us at that time.

Benefits:

- Casual dress
- Company events
- Mileage reimbursement
- On-site parking

Ability to commute/relocate:

- Hamilton, ON L8V 1A8: reliably commute or plan to relocate before starting work (required)

Education:

- Bachelor's Degree (required)

Experience:

- Data management: 3 years (required)
- Volunteer Management: 3 years (preferred)
- Program / Operations Management: 5 years (required)
- Budget Management: 3 years (required)

Work Location: In person

Apply on Indeed