



POSITION: Program Coordinator

DEPARTMENT: Employment Programs

REPORTS: Manager, Employment Programs

LOCATION: 44 Mobile Drive, Toronto

SALARY RANGE: \$48,000 to \$55,000

STATUS: Full Time 1 Year Contract (with possibility of renewal)

SCHEDULE: Monday to Friday, 9 am to 5pm; weekends as needed

EXPECTED HOURS: 40 per week

APPLICATION DEADLINE: April 24, 2026

BENEFITS:

- Company events
- Dental care
- Extended health care
- On-site parking

About New Circles

New Circles Community Services is a dynamic non-profit dedicated to strengthening community integration and supporting newcomer families as they build stable, fulfilling lives in Canada. We deliver employment-focused programs that reduce barriers and help newcomer clients navigate the Canadian labour market.

Position Overview

The Program Coordinator plays a key role in designing, implementing, and delivering programs that support racialized newcomers in achieving meaningful employment and economic stability. Reporting to the Manager, Employment Programs, this role oversees day-to-day program coordination, client engagement, data tracking, and reporting while ensuring high-quality, culturally responsive service delivery.

The Program Coordinator works closely with clients, colleagues, and external partners to ensure programs are accessible, effective, and aligned with New Circles' mission and organizational goals.

Key Responsibilities

Program Coordination and Facilitation

- Develop, coordinate, and deliver program activities aligned with participant needs and organizational goals.
- Manage all aspects of program delivery, including recruitment, marketing, and promotion.
- Conduct participant pre-assessments and orientations.
- Coordinate workshops, training sessions, and seminars focused on employability, job search skills, and entrepreneurship fundamentals.
- Support post-program follow-up and ongoing client engagement.
- Review and refine program design based on feedback and outcomes.
- Collaborate with community organizations, employers, and other stakeholders to strengthen partnerships.
- Ensure program delivery reflects best practices, ethical standards, and cultural sensitivity.

Client Support and Engagement

- Complete client registrations, intake, and accurate data entry into OCMS.
- Conduct Needs & Asset Assessment Referrals (NAARS) and provide appropriate referrals and follow-ups.
- Foster a welcoming, inclusive, and supportive learning environment.
- Conduct regular check-ins to monitor participant progress, address challenges, and recognize achievements.
- Connect clients with additional supports such as language training, childcare, and financial literacy programs.

Stakeholder and Community Engagement

- Build and maintain strong relationships with partners, sponsors, and referral agencies.
- Coordinate referral pathways to expand program reach and impact.
- Promote programs through community outreach, networking events, and social media.
- Represent New Circles at community events, meetings, and conferences.

Program Evaluation, Reporting, and Documentation

- Collect and analyze program data related to outcomes, satisfaction, and impact.

- Prepare reports and presentations for funders, stakeholders, and organizational leadership.
- Maintain accurate and up-to-date program records and documentation.
- Ensure compliance with organizational policies and reporting requirements.

Skills, Qualifications, and Experience

- Bachelor's degree in Social Work, Business Administration, Education, Community Development, or a related field.
- 2–3 years of experience in program coordination, preferably in a nonprofit or community-based organization.
- Experience working with immigrants, refugees, or marginalized communities.
- Knowledge of barriers faced by newcomers in the Canadian workforce.
- Strong facilitation, organizational, and project management skills.
- Excellent written and verbal communication skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Proficiency in Microsoft Office and database management systems.
- Fluency in English required; additional languages are a strong asset.
- Experience with marketing, outreach, and program evaluation is an asset.

Why Join Us?

This role offers a unique opportunity to make a tangible, immediate difference in the lives of newcomer families. By joining the dedicated team at New Circles, you will be at the forefront of community integration, directly helping to build a more inclusive and connected future.

If you are passionate about building community and possess the qualifications and flexibility to thrive in this dynamic role, we encourage you to apply today!

To apply for the position, please send your resume and cover letter in one pdf document to Kimona Hudson, Manager Employment Programs at kimona@newcircles.ca.

Thank you for your interest in this position but only candidates selected for an interview will be contacted.

“We work together to provide basic needs, empower people and build better lives.”