



Program Manager, Older Adult Services **Full time Opportunity**

Make a meaningful difference in the lives of older adults.

Jewish Family Services Edmonton (JFSE) is seeking a Program Manager, Older Adult Services to provide strategic and operational leadership to a growing portfolio of programs supporting adults aged 55 and older.

This is an opportunity for an experienced social services professional who is passionate about older adult well-being, community collaboration, and creating services that are responsive, inclusive, culturally sensitive, and person-centred.

The Program Manager will provide leadership across programs including Hello Seniors!, Social Prescribing, and the Holocaust Survivor Support Program, while working closely with the Home Support Operations Manager and other JFSE leaders to ensure strong integration of services.

Who we are:

Jewish Family Services Edmonton is committed to strengthening individuals, families, and communities by providing compassionate, accessible, and responsive services throughout the lifespan.

Our work is grounded in the belief that everyone deserves to live with dignity, inclusion, respect, and connection. We serve the Jewish community and the broader Edmonton community, responding to changing needs and working collaboratively with community partners to create meaningful and sustainable impact.

As part of JFSE, you will have the opportunity to contribute to an organization that combines direct service with community engagement, innovation, partnership-building, and advocacy.

Duties and Responsibilities

The Program Manager, Older Adult Services will:

- Provide strategic leadership and coordination across Older Adult Services programs.
- Ensure programs are responsive to community needs and reflect evidence-informed, person-centred, and culturally sensitive approaches.
- Provide leadership and support to program staff, students, volunteers, and contractors, including coaching, professional development, and performance management.

- Lead program planning, implementation, evaluation, and reporting.
- Monitor program outcomes, identify service gaps and emerging needs, and recommend improvements and new initiatives.
- Build and maintain strong relationships with community agencies, health providers, funders, and Jewish and broader community partners.
- Represent JFSE in community networks and coalitions and contribute to advocacy and sector leadership.
- Ensure compliance with funder requirements, partnership agreements, organizational policies, and reporting requirements.
- Contribute to organizational planning, strategic initiatives, innovation, and long-term sustainability.
- Act as a thought partner to the Executive Director on opportunities for program development and growth.
- Provide consultation and guidance on complex or high-risk client situations.
- Maintain a limited direct-service caseload, with priority given to Holocaust Survivors and older adults with complex needs.
- Respond to and resolve client concerns in a timely, professional, and empathetic manner.

Qualifications:

We are looking for a collaborative and strategic leader who combines strong program management skills with a genuine commitment to older adults and community-based services.

- Bachelor's or Master's degree in Social Work.
- 1–3 years of program management experience in social services, preferably with a focus on older adults or community health.
- Demonstrated experience leading teams and managing multiple projects and budgets.
- Knowledge of older adult services, health and social care systems, and community-based supports.
- Strong partnership-building, community engagement, and advocacy skills.
- Excellent organizational, interpersonal, communication, and problem-solving skills.
- Commitment to equity, diversity, inclusion, and culturally responsive practice.
- Knowledge of Jewish culture and Jewish communities is an asset.
- Knowledge of Holocaust Survivor support programs and Claims Conference requirements is an asset.

The Impact

This position plays an important role in ensuring that older adults in Edmonton's Jewish and broader community have access to services that support their dignity, independence, connection, and quality of life.

Beyond overseeing programs, the Program Manager will help JFSE identify emerging needs, strengthen community partnerships, foster innovation, and contribute to broader systemic change through collaboration and advocacy.

What We Offer

- Full-time employment
- Salary of \$65,000–\$70,000 per year, based on qualifications and experience
- Health benefits
- An opportunity to lead a diverse and impactful portfolio of older adult services
- A collaborative and supportive organizational environment
- The opportunity to work with community partners and contribute to innovative approaches to supporting older adults

Start Date: Immediately

Closing Date: Until a suitable candidate is found

To Apply:

If you are a strategic, compassionate, and collaborative social work professional who wants to make a meaningful difference in the lives of older adults, we would love to hear from you.

Please submit your resume and cover letter quoting “Program Manager, Older Adult Services” to adminassistant@ifse.org

Please note that only qualified candidates considered for an interview will be contacted.

Jewish Family Services Edmonton is committed to equity, diversity, and inclusion and welcomes applications from candidates with diverse backgrounds and experiences.