AbPosition Description –
Youth Service Manager (Employment Ontario)

Position Description

Position title	**Youth Service Manager (EO)**
Location	Toronto, Youth Team Hub Office (virtual service delivery from onsite office environment)
Reports to	Director, Operations Support
Direct reports	Youth Coaches
Working Hours	X hours per week, with responsibility for a team operating extended service hours
Community Collaborators	Employment Ontario Service Providers (SPN), community organizations, youth-serving agencies, post-secondary institutions, employment programs
Travel requirements	Moderate; Travel for team meetings, training, community engagement, or youth-focused events across Peel, York, Toronto and Ottawa catchments

Position purpose

The Youth Service Manager is responsible for leading the operations, quality, and performance of the Supporting Youth to Work Team. The role provides leadership, coaching, guidance, and operational oversight to a team of Youth Coaches who deliver youth-focused, human-in-the-loop digital engagement, resource navigation, proactive outreach, and employment-related support services, across extended workings hours to support provide support to young people when they need it

The Youth Service Manager ensures a consistent, high-quality, youth-friendly experience across all service channels while maintaining program integrity, service standards, and strong collaboration with Employment Ontario service providers and community partners.

As the first point of escalation for complex situations, the Youth Service Manager supports staff in delivering safe, responsive, and effective services while driving continuous improvement through quality reviews, reporting, coaching, and performance monitoring.

Operating withing WCG's delegation of authority and related policies, the Youth Service Manager will operate as the organizations spokesperson on Youth services.

Success measures

Customer/Community Collaborator Satisfaction	• Positive youth satisfaction and feedback scores • Strong service provider and community partner relationships, with positive feedback on services provided through the youth team • Effective resolution of escalated concerns and service issues
People & Team Satisfaction	• Employee engagement and retention • Effective onboarding and coaching of Youth Coaches • Team adherence to service standards and quality expectations
Operational	• Achievement of response time standards and service levels

Performance	• Exceptional case documentation and consistent service delivery
Program Outcomes	• Youth activation in app and engagement (participation) activities • Successful re-engagement of disengaged youth • Achievement of program and operational targets
WORK HEALTH AND SAFETY For manager responsibilities, refer to the WCG Workplace Health and Safety Policy	

Core Responsibilities:

Leadership & Team Management	• Lead, coach, support, and develop a team of Youth Coaches. • Conduct regular coaching sessions, team meetings, quality reviews, and performance discussions. • Support recruitment, onboarding, training, and ongoing development of staff. • Foster a positive, inclusive, collaborative, and youth-centered team culture. • Provide guidance on service delivery, program expectations, and professional development.
Operations & Service Delivery Oversight	• Oversee daily service operations and ensure appropriate coverage across digital support channels. • Manage team schedules and workload distribution to meet service demands and evening coverage requirements. • Monitor service standards, response times, quality indicators, and team productivity. • Act as the primary escalation resource for staff regarding complex, urgent, or high-risk situations. • Ensure consistent application of documentation, privacy, safety, and escalation protocols.
Quality Assurance & Continuous Improvement	• Complete ongoing quality reviews of youth interactions and service documentation. • Identify service trends, barriers, opportunities, and emerging youth needs. • Develop and maintain coaching tools, resource guides, standard responses, and service procedures. • Support continuous improvement initiatives based on youth feedback, team insights, and performance data. • Contribute to the development of youth-focused content, engagement strategies, and service enhancements.
Partnership & Collaborator Coordination	• Represent WCG at community events and public engagement • Maintain strong working relationships with Employment Ontario service providers and community partners. • Coordinate referral processes, warm handoffs, and service escalation pathways. • Create and maintain feedback loops between the Youth Team and the Service Provider Network. • Support communication, education, and role clarity regarding Youth Team services and service boundaries. • Participate in community engagement activities, meetings, and partnership initiatives.

	• Represent WCG in community forums, partner meetings, and public-facing events, delivering presentations and speaking on youth service initiatives, program outcomes, and community partnerships
Reporting & Program Support	• Monitor and report on program performance, service utilization, engagement metrics, and operational outcomes. • Analyze trends and provide recommendations to improve service quality and effectiveness. • Support implementation of new initiatives, pilot activities, and operational enhancements. • Contribute to organizational reporting, planning, and evaluation activities.
Other duties as required, including going beyond the job description whenever necessary	
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Capabilities and experience

- Experience leading or supervising staff.
- Experience supporting youth through employment, education or training services.
- Strong coaching, communication, and problem-solving skills.
- Strong digital literacy and virtual service delivery experience.
- Commitment to equity, diversity, inclusion, belonging, and accessibility.

Preferred

- Experience leading, coaching, and developing teams that deliver youth-focused services and achieve performance outcomes.
- Significant experience working with youth, including supporting employment, education, career exploration, training, or life-transition goals.
- Experience within Employment Ontario or workforce development programs.
- Experience leading digital service delivery, virtual customer support, or online engagement teams.
- Knowledge of youth-serving systems, employment services, community resources, and referral networks.
- Experience with quality assurance, service design, coaching frameworks, and performance management.
- Post-secondary education in social services, business, community development, employment services, education, leadership, or a related field, or an equivalent combination of education and experience.
- Lived experience navigating employment, education, career transitions, or employment support services considered an asset.

WCG Leadership Behaviours

As an WCG leader it is expected that the role has ability to consistently display the following leadership capabilities.

The Inspiring Leader	The inspiring leader is a true role model of WCG values. They set a vision and are able to zoom out to see the bigger picture, they are forward-thinking and constantly striving higher. They are passionate about the leadership role, they create the tone for their teams' behaviour through their communication style, energy and passion.

The Winning Leader	The Winning Leader sets, meets and strives to exceed KPIs despite obstacles. They are responsive and adaptable to differing situations, people and points of view. They are accountable to other to deliver results and look for growth opportunities.
The Authentic Leader	The authentic leader is confident, trustworthy, transparent and balanced. They are self-regulated matching behaviour to context, they are seen to be steady when times are turbulent. They act with integrity and fairness and demonstrate commitment to their team through lack of ego.
The Collaborative Leader	The collaborative leader builds consensus and alignment through applying strong listening skills, an optimistic attitude and empathy. They build and operate within high performing teams through their ability to coach and support others and are themselves keen learners. They empower others to make decisions in times of rapid change.
The Courageous Leader	They are aware of their impact on others, however can hold tough conversations and maintain strong relationships. They provide candid feedback and seek continuous feedback in return. They don't require hierarchy to deliver results, they invest in people and their relationships. The courageous leader demonstrates resilience when faced with challenges and guide their team with conviction.



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.