

Job Title: Associate Manager, Neighbourhood Impact and Engagement
Full-time, Contract position (35 hours per week)
Contract Start date: April 7th, 2026; **Contract End date:** April 6th, 2027
Reports to: Manager, Youth and Community Initiatives
DEADLINE TO APPLY: Wednesday, March 18th, 2026

About ACSA Community Services:

Do you believe in a world where everyone has equal opportunities, where community support helps dreams come true? [ACSA Community Services](#) is your gateway to making this vision a reality. As a cornerstone of the community for over 50 years, ACSA has been dedicated to uplifting those in need. We offer vital programs like youth empowerment initiatives, emergency food and housing services, and newcomer support to help individuals and families thrive. We are diligent in supporting our neighbours in Scarborough, North York and York Region. By getting involved, you're not just giving aid; you're becoming a part of our mission to build a brighter, more equitable future.

Who we are looking for:

A key leader in the Youth and Community Initiatives Team, the Senior Supervisor bridges underserved residents with essential supports while managing operations and programming at ACSA Chester Le Corner. Grounded in equity-based frameworks, the role leads responsive outreach across Steeles L'Amoreaux and Scarborough, fostering cross-community collaboration and ensuring services are safe, inclusive, and responsive.

Refer to ACSA Community Services for more information about ACSA's work.

About the role:

- Develop and execute annual work plans aligned with resident engagement, community safety, advocacy, and broader community development priorities, ensuring programs remain responsive to evolving community needs.
- Provide strategic leadership and supervision to a multidisciplinary team delivering trauma-informed services, including oversight of case documentation, individualized service planning, trauma-informed assessments, and coordinated "warm handoffs" for high-need clients navigating housing, legal, and healthcare systems.
- Oversee daily operations of the ACSA Chester Le Community Corner, including site safety, administrative processes, staff scheduling, policy implementation, and adherence to health and safety legislation under the Ontario Occupational Health and Safety Act.
- Serve as the primary escalation point for high-risk or complex situations, providing staff with de-escalation support, safety planning guidance, and emergency referral coordination.
- Build and sustain strategic partnerships with residents, grassroots groups, service providers, local government, and cross-site internal teams to deepen community engagement, expand service offerings, and strengthen collective impact.

- Lead program design, evaluation, impact measurement, and reporting processes, while identifying funding opportunities and preparing grant applications to support program sustainability and growth.
- Identify funding opportunities, reflective of community needs and complete grant applications.
- Perform other duties as assigned in support of organizational objectives.

About you:

- Understanding of the Social Determinants of health, trauma-informed care frameworks, and the diverse needs of Scarborough communities.
- Exceptional crisis de-escalation and clinical supervision skills to support staff with complex client cases
- A minimum of 2 years of supervisory or management experience in a community-based setting, including leading multidisciplinary teams.
- 3-5 years' experience developing outreach and community development initiatives which engage residents in underserved neighbourhoods.
- University degree in social sciences, social work or equivalent combination of education and experience

What we offer:

Full time employment with benefits after successful completion of 6 months' probation
3-weeks vacation, 15 sick days, 2 float days
Salary range of \$68,000.00 – \$72,000.00
An amazing work culture full of great, caring people truly committed to changing lives!

Please apply via email (cover letter & resume in one attachment) to:

Attention : Vasanti Persaud

Email: pvasanti@acsa.ca

(Please quote **Associate Manager, Neighbourhood Impact and Engagement** in the subject line of email)

No phone calls please.

ACSA is strongly committed to fostering diversity within our community. We welcome those who would contribute to the further diversification of our staff including, but not limited to, women, visible minorities, Aboriginal peoples, persons with disabilities, and/or persons of any sexual orientation, gender identity, and gender expression.

We thank all applicants for their interest in the position. However, only shortlisted applicants will be contacted for an interview. If you are contacted by ACSA regarding a job opportunity and need accommodation throughout a hiring process, please contact Yamini de Costa at hr@agincourtcommunityservices.com. **This address is for accommodation inquiries ONLY. Job applications sent to it will not be considered.**