

Employment Services Manager

Founded in 1995, YES Employment + Entrepreneurship is a non-profit community-based organization dedicated to enriching the community by providing English-language support services to help Quebecers find employment and start and grow businesses.

YES Employment + Entrepreneurship is seeking an experienced Employment Services Manager to lead a portfolio of employment services that supports Quebecers in building meaningful and sustainable careers.

Position Summary

The Employment Services Manager oversees the coordination, quality, compliance, and performance of YES' core Employment Assistance Services portfolio, including French for the Workforce, and related project-based initiatives.

This role brings together program management, team supervision, funder reporting, performance tracking, and continuous improvement to ensure services are coherent, high-quality, client-centered, and aligned with organizational priorities.

Position Responsibilities

- Lead the planning, coordination, and integration of YES' employment services portfolio.
- Supervise and support employment staff, including coaching, onboarding, team meetings, and performance management.
- Ensure employment services are client-centered, inclusive, responsive to labour market realities, and aligned with YES service standards.
- Oversee funder deliverables, KPI tracking, documentation, reporting, and audit-ready compliance.
- Use data, feedback, and service trends to improve client flow, service delivery, and program impact.
- Collaborate with internal teams, community partners, and employers to support program visibility, accessibility, and sustainability.
- Contribute to strategic planning, funding proposals, cross-departmental initiatives, and other YES activities as needed.

Knowledge, Skills and Qualifications

- Bachelor's degree in human relations, social work, career development, adult education, or a related field.
- Minimum 5 years' experience in employment services, job development, program management, or a related field.
- Experience managing multiple programs or service portfolios; nonprofit community sector experience in Quebec is an asset.
- Strong understanding of employment services best practices, Quebec labour market realities, and government funding structures.
- Demonstrated ability in team leadership, people management, program evaluation, KPI tracking, contract management, and compliance.
- Strong communication and interpersonal skills in English and French, spoken and written.
- Highly organized, collaborative, adaptable, results-oriented, and comfortable using digital tools, CRM systems, and Microsoft 365 applications.
- **As an organization providing services in English, this position requires excellent English writing and communication skills.**

Benefits

YES offers a dynamic, fast-paced work environment and the following benefits:

- Hybrid work environment in line with YES policies.
- Flexible schedule may be required, including occasional evenings or weekends.
- Regular interaction with staff, clients, consultants, funders, and external partners.
- Employee benefits are available in accordance with YES policies.

- 10 paid sick days/personal days per year
- A Group Insurance plan (Life Insurance/ Health & Dental/ Disability Insurance)
- An Employee Assistance Plan
- VSRP (Voluntary Sector Retirement Plan)
- Closed between Christmas and New Year
- 11 Statutory holidays
- Professional development opportunities

Annual salary range: \$70,000 to \$75,000.

How to Apply

Send both your cover letter and CV to fa@yesmontreal.ca. Please indicate "Employment Services Manager" in the subject line.

YES values and embraces diversity and is committed to creating a work environment that values and respects people for their talents, skills, and competences.

We welcome applications from racialized persons/visible minorities, women, Indigenous persons, persons with disabilities, ethnic minorities, persons of minority sexual orientations and gender identities, and all qualified candidates with the skills and knowledge to engage productively with diverse communities. In accordance with Canadian immigration requirements, Canadians and permanent residents will be given priority.

Only the candidates selected to participate in the recruitment process will be contacted.