



Manager, Family Development

Permanent, Full-Time | Monday–Friday, 8:00 a.m.–4:00 p.m. | Moncton, NB | In-Person

Remuneration commensurate with experience | Comprehensive Benefits

About Moncton Headstart

Moncton Headstart Inc. is the only comprehensive charitable early childhood and family intervention centre of its kind in Atlantic Canada. For over five decades, we have been helping families facing significant barriers build the foundations children need to thrive — offering not just programming, but genuine partnership.

Our Family Development program is at the heart of what we do. We currently serve 36 families across Moncton, all of whom are navigating complex circumstances that place young children at risk, and we are growing, with an expansion underway that will bring our capacity to as many as 50. This is upstream prevention work: intensive, relationship-based, and meaningful.

We are a small, committed team of 22 staff operating a broad mandate that includes Child Development, Family Development, Birth2Two, a Teaching Kitchen, Mental Health and Play Therapy counselling support and our Future Horizons Housing program. We work hard, care deeply, and hold high standards for ourselves and each other.

The Opportunity

This is a unique opportunity to grow and shape our organization — a rare leadership role for an experienced social worker ready to take full ownership of a high-impact program. As Manager, Family Development, you will lead a team of two Family Educators, carry a small, focused caseload of high-need families, and serve as the clinical anchor for our most intensive intervention work. You will lead the department, championing our families from intake to outcomes; developing the programs, partnerships, and opportunities that change trajectories for children and parents alike.

You bring a social work degree and genuine field experience to a role that demands both clinical depth and program leadership and genuine field experience to a role that demands both clinical depth and program leadership, and the ability to balance a select clinical caseload with mentoring your team who carry the bulk of the program's cases, managing partnerships, and contributing to organizational strategy.

This role reports directly to the Executive Director and carries meaningful autonomy. We are looking for a self-directed leader, someone who sees the whole picture, acts with integrity, and brings both warmth and rigour to their practice.

Key Responsibilities

- Provide clinical supervision and mentorship to two Family Educators
- Recruit, onboard, and develop program staff, and conduct regular performance reviews
- Lead the day-to-day operations of the Family Development department, including scheduling, coverage, and program budgeting
- Carry a small clinical caseload of high-need families, providing intensive in-home and centre-based support, while your team of Family Educators holds the majority of program cases
- Conduct thorough family and child assessments and develop individualized support plans grounded in evidence-informed practice
- Ensure services are trauma-informed, culturally responsive, and adapted to the needs of each family
- Manage safety and risk, including duty-to-report obligations and coordination with Child Protection when required
- Lead case conferences and coordinate with community partners including Social Development, Education and Early Childhood Development, health services, schools, and other community stakeholders
- Monitor family and program outcomes, maintain accurate documentation, and contribute to funder reporting
- Oversee waitlist management and intake processes with diligence and transparency
- Help design and launch new programming as the organization expands to serve up to 50 families, and lead quality improvement initiatives
- Participate actively in organizational planning, staff meetings, and professional development
- Represent Moncton Headstart with professionalism in the broader community

What You Bring

Required

- Bachelor of Social Work (BSW) from a recognized post-secondary institution (MSW an asset) from a recognized post-secondary institution
- Registration with the New Brunswick Association of Social Workers (NBASW), or eligibility to register
- Proven experience working with vulnerable, multi-barrier families, including family-centred practice, case management, and child and family intervention
- Strong working knowledge of early childhood education and development, including developmental milestones, attachment, and the impact of early adversity

- Clinical assessment skills and comfort navigating complex, multi-barrier family situations
- Strong written and verbal communication skills, including documentation practices that reflect professionalism and accountability
- Valid driver's licence and access to a reliable vehicle

Assets

- Supervisory or team leadership experience
- Training in infant mental health and trauma-informed practice
- Familiarity with the Moncton community and regional social services landscape
- Bilingualism in English and French an asset

Work Eligibility Status

- Applicants must be legally entitled to work in Canada.
- Candidates must hold Canadian citizenship, permanent residency, or a valid work permit at the time of application.

What We Offer

- A predictable Monday–Friday schedule (8:00 a.m.–4:00 p.m.) — no evenings, weekends, or on-call rotation
- Comprehensive health and dental benefits
- Generous paid vacation and sick leave
- Life insurance and long-term disability coverage
- A small, collegial team that takes its work, and each other, seriously
- Meaningful work with families who need and deserve excellent support
- The opportunity to help shape a program that is genuinely making a difference

Employment is conditional upon a satisfactory Criminal Record / Vulnerable Sector Check and a Department of Social Development record check.

How to Apply

We welcome applications from qualified social workers who are ready to lead. Please submit a cover letter and CV to:

Caroline Donelle, Executive Director

Moncton Headstart Inc.

Email: caroline.donelle@monctonheadstart.com

Subject Line: Manager, Family Development — Application

Application deadline: Until the position is filled

We thank all applicants for their interest. Only those selected for an interview will be contacted. Moncton Headstart Inc. is committed to employment equity and welcomes applications from all qualified individuals.