



Join Our Team and Make a Difference

Position Title: Social Enterprise Manager

About Home Again Furniture Bank

Home Again Furniture Bank is a charitable non-profit organization that provides gently used furniture to individuals and families in need, free of charge. By partnering with community agencies and mobilizing volunteers, donors, and community supporters, we help transform empty spaces into homes.

Our work supports individuals and families transitioning out of homelessness, fleeing domestic violence, newcomers to the region, and others experiencing housing insecurity. With 38 agency partners, hundreds of volunteers, and a thriving social enterprise store, Again & Again Furniture & Décor, we are driven by a shared belief that everyone deserves the dignity, comfort, and stability of a furnished home.

Position Summary

Home Again Furniture Bank is seeking an experienced and entrepreneurial Social Enterprise Manager to lead and grow our revenue-generating initiatives, including our retail store Again & Again Furniture & Décor, upholstery and upcycling programs, and future social enterprise ventures.

This is a unique opportunity to combine business leadership with community impact. Revenue generated through our social enterprises directly supports the Home Again's operations. The Social Enterprise Manager will oversee the operations, performance, growth, marketing, and community presence of Home Again's social enterprise initiatives.

This role is responsible for leading teams, strengthening operational systems, driving earned revenue, supporting customer engagement, and identifying opportunities for innovation and growth while ensuring alignment with our mission and values. We are looking for someone who can confidently manage day-to-day operations while also thinking strategically about the future of social enterprise within our organization.

Key Responsibilities

Team Leadership & Culture

- Supervise, mentor, and support staff, volunteers, and program participants
- Foster a positive, inclusive, and collaborative workplace culture
- Support workforce development initiatives, including programs involving individuals facing employment barriers
- Ensure a strong, mission-aligned customer and team experience
- Promote accountability, communication, and continuous improvement within the team

Operations & Social Enterprise Leadership

- Lead the day-to-day operations of Again & Again Furniture & Décor
- Oversee and support the growth of upholstery, upcycling, and future social enterprise initiatives
- Develop and implement strategies to increase revenue, operational efficiency, and community impact
- Identify, plan, and launch new social enterprise opportunities aligned with Home Again's mission
- Help position Again & Again as a leader in circular economy and social enterprise innovation
- Identify opportunities to increase store traffic, customer retention, and public awareness through creative and community-based marketing initiatives

Systems, Operations & Financial Oversight

- Build and improve systems for inventory management, production workflows, merchandising, and sales tracking
- Monitor financial performance, reporting, operational targets and overall performance
- Implement operational policies, procedures, and best practices related to social enterprise activities

Marketing, Visibility & Community Engagement

- Build & implement marketing and promotional initiatives that strengthen revenue generation and community awareness
- Collaborate on campaigns, events, partnerships, and storytelling initiatives that elevate the visibility of Again & Again and Home Again Furniture Bank
- Help create engaging customer experiences and community connections that strengthen brand loyalty and public support
- Identify opportunities for partnerships, pop-ups, workshops, and community-based initiatives that align with organizational values and goals
- Represent Home Again and Again & Again at community events, networking opportunities, and partnership meetings

Stakeholder Engagement & Partnerships

- Build and maintain strong relationships with donors, customers, community organizations, suppliers, and corporate partners
- Support the development of collaborative partnerships that strengthen social enterprise initiatives and community impact
- Work collaboratively across departments to align social enterprise activities with organizational goals and priorities
- Help strengthen Home Again's reputation as an innovative, mission-driven organization focused on sustainability, housing stabilization, and community impact

What You Bring

- Post-secondary education in business, management, operations, retail leadership, social enterprise, community development, marketing, or a related field would be considered an asset. An equivalent combination of education and relevant experience will also be considered.
- Minimum 3–5 years of progressive leadership experience in retail, operations, social enterprise, small business, non-profit, or a related environment
- Strong leadership, team development, and relationship-building skills
- Demonstrated ability to improve systems, solve problems, and drive operational efficiency
- Understanding of retail marketing, customer engagement, merchandising, and brand experience
- Experience managing competing priorities in a fast-paced and evolving environment
- Strong communication, organizational, and decision-making skills
- An entrepreneurial mindset with the ability to identify opportunities and take initiative
- Passion for sustainability, community development, social justice, and circular economy approaches
- Valid driver's license and access to reliable transportation

Why Work With Us?

At Home Again Furniture Bank, we foster a people-first workplace where wellness, inclusion, collaboration, and community impact are at the core of everything we do.

We offer:

- The opportunity to shape and grow a key area of the organization
- Meaningful work with visible community impact
- A dynamic and supportive team environment
- Flexible scheduling and an understanding approach to work-life balance
- Participation in our RRSP contribution program and employee wellness plan
- Opportunities for creativity, innovation, and professional growth
- Salary Range \$58,000 – \$65,000 annually, based on experience and qualifications.

Why This Role Matters

Revenue generated through Home Again's social enterprises directly supports our mission to provide essential furniture to individuals and families living without. This work contributes to housing stabilization, environmental sustainability, workforce development, and stronger, healthier communities.

The Social Enterprise Manager will play a key leadership role in strengthening both the financial sustainability and long-term impact of Home Again Furniture Bank.