

Job Posting (Internal/External)

Director of Services

Posting Date: May 17, 2022
Closing Date: Until Filled
Starting Date: As soon as possible
Days of Work: Monday to Friday
Reports To: Executive Director

Summary:

Reporting to the Executive Director, the incumbent of this position serves as the administrative leader and manager of the Community Services team, ensuring client care service, excellence through continuous quality improvement (CQI) efforts, as well as coordination of educational and outreach services

Key Duties and Responsibilities:

Program Management:

- Ensures the development and implementation of policies and procedures related to Community Services
- Supervision and development of three direct client service programs
- Leads regular management meetings within Chimo
- Works closely with managers/supervisors to ensure that operational excellence in service practices and protocols, are in place and implemented.
- Implements Integrated Case Management
- Provides leadership and serves as a role model to management/supervisory staff
- Ensures compliance with legal, regulatory and accreditation standards
- Implements all policies and procedures
- Acts as Privacy Officer for the agency

Human Resource Management:

- Manages within a unionized environment
- Supports and mentors staff to navigate emotionally charged situations
- Develops and implements supervision practices agency wide
- Develops and implements staff debriefing processes that support staff well being
- Instrumental in the process of recruitment and onboarding of new staff and the human resource management committee
- In conjunction with Managers/Supervisors forecasts agency needs within the scope of HR requirements
- In conjunction with Managers/Supervisors identifies gaps in skills or knowledge within staff teams

- In conjunction with Managers/Supervisors ensures that work plans and goals for each staff are developed that are linked to organizational goals and related priorities
- Takes the lead in hiring and/or terminations, attendance, and management
- Manages work-place grievances

Planning and Development:

- Supports management to ensure alignment to best practices,
- Leads the team in the development, implementation and use of measures that ensure team effectiveness to improving and maintaining service quality and service relevance
- Reports on program outcomes and provides data, including statistics to indicate performance against objectives
- Provides leadership in developing and implementing appropriate measures of client care quality and client satisfaction,

Financial Management:

- Contributes to the development and management of the budget for the Community Services team
- Works closely with the Director of Finance, the Executive Director and other staff to secure and sustain philanthropic and funding support

Other Management Responsibilities:

- Participates as an active member of the Senior Leadership Team (SLT)
- Deputizes for the Executive Director and represents Chimo Community Services as necessary or requested
- Acts as spokesperson for Chimo Community Services on community services matters, as assigned
- Performs other duties as necessary to meet the requirements of the position

Reporting Relationships:

- Reports to the Executive Director
- Direct Reports of Outreach and Advocacy, Family Law and Settlement Services as well as Program Managers
- Under the overall direction of the Executive Director, maintains collaborative relationships with external community stakeholders

Job Qualifications/Experience:

- Post-secondary required or combination of relevant education and experience. In Not-for-Profit Leadership, Social Work, Human Resources. Master's Degree preferred.
- 7+ years in a senior leadership role managing programs and staff
- Senior leadership experience in Not-for-Profit Organizations that support clients in crisis is essential
- Experience, knowledge and demonstrated ability to work in non-violent crisis intervention programs is essential
- Demonstrated skills in Microsoft Office
- Demonstrated skills managerial, organizational, and interpersonal leadership skills
- Improvement and resource management required
- Critical thinking and project management skills
- Demonstrated experience having difficult conversations



Chimo Community Services offers a comprehensive benefits program including a matching registered pension plan and a generous vacation policy. The salary range is \$75,000 to \$80,000.

We are an equal opportunity employer welcoming applications from individuals with diverse backgrounds as well as those with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process

Employment Information:

Please submit letter of intent and resume to:

Email: hr@chimoservices.com