

Position: Director of Services
Hours: 40 hours per week

Community Living Tillsonburg is a not for profit charitable organization that serves Tillsonburg and surrounding area. The organization provides supports and services to approximately 200 adults who have a developmental disability. Services include Supported Group Living, Supported Independent Living, Employment, Community Participation and Passports. As well, we provide Children's Services to over 130 families. Services include: A Child First, Resource Consultant, Family Support, Early Years Program, Child Care Center, Respite and school age summer camps and PD day camps.

Position Purpose:

We require a dynamic and innovative Director of Services to ensure best practices as we move forward. This includes exploring partnership opportunities, developing community relations and overall planning in line with our Strategic Plan. Working under the guidance of the Chief Executive Officer (CEO), the Director of Services is responsible for ensuring high quality support is being provided while ensuring compliance with all applicable regional and provincial licensing and laws.

Position Summary:

Working as part of the Senior Management Team, the Director role includes but is not limited to:

- Ensure that the Vision and Mission of the agency is adhered to through the delivery of our services
- Remain current and identify emerging trends as they relate to our service sectors
- Ensure consistent application of practices and policies as they relate to service provision
- Develop a program evaluation framework to assess the strengths of each program and identify areas for improvement
- Analyze trends in the program, identifying issues and developing and recommending solutions to the CEO
- Provide leadership that supports quality improvements of programs and services, team building, creativity, sound professional judgment and commitment to excellence
- Compile, maintain and report on the monthly, quarterly and annual program statistics
- Adhere to the multiple legislative requirements
- Adhere to the Collective Agreement and participate in collective bargaining process, as required

DUTIES & RESPONSIBILITIES:

Organizational and Management:

- Provide leadership and support in the design and delivery of individual services; oversee and coordinate the intake processes and decisions.
- Oversee the development and tracking of individual program plans and Individual Service Agreements.
- Oversee all matters relating to person's supported medical, behavioural, psychiatric and psychological needs in consultation with the Support Managers.

DUTIES & RESPONSIBILITIES (Cont'd)

Organizational and Management:

- Liaise with professionals and consultants that are providing services to people we support and their families.
- Accountable for services, including but not limited to: data collection, licensing, QAM, evaluation and analysis.
- Establish accountabilities in alignment with key performance measures.
- Investigate and respond to service concerns or complaints from people using services, families, other service providers, the public, or other stakeholders.
- Collaborate with other agencies and organizations to develop mutually beneficial partnerships.

Planning:

- Participate in planning processes to ensure ongoing agency development including: service delivery model, future growth, training plans, etc.
- Professionally represent the Agency in the community through participation on various task groups and committees, as assigned.

Human Resources:

- Responsible for the effective management of human resources: this includes assessment of workload, monitoring of attendance and job performance, working consultatively with the Managers.
- Provide direct supervision to managers; establish workload, including performance goals and objectives and measure outcomes through formal supervision meetings and Performance Appraisals.
- In consultation with Human Resources: assess the extent to which qualifications, technical skills and knowledge of staff are sufficient to meet job requirements; post positions, approve hires and define orientation; recommend training; review employee behavior, and if necessary recommend appropriate corrective actions which may include the implementation of progressive discipline.
- Promote staff development through the performance appraisal system, ensuring safe practices, providing staff guidance and role definition and assisting in the setting of objectives for individual performance.
- Mentor, coach and develop managers - succession planning in collaboration with the CEO.

Support Services:

- Participate in the development and implementation of Policies and Procedures related to the effective and efficient operation of the Agency.
- Promote and demonstrate the Vision and Mission Statement of the Agency within the workplace and the community.
- Provide guidance and support to Managers on: service issues, staffing resources issues- including schedules and budgets.

Budget and Financial Management:

- Participate in the development and monitoring of Annual Program Budgets and Annual Budget submissions.
- Approve spending within established limits
- Attend Board of Director meetings as requested
- Conduct regular payroll audits/discussions with Support Managers
- Review other expenses as required

Recording and Reporting:

- Accurately prepare and submit required reports to other funders, the Agency's Board of Directors, committees, Municipalities, etc.
- Assist with the collection of and be familiar with the quarterly and annual service statistics

Health and Safety:

- Abide by all Agency Health and Safety Policies and Procedures in accordance with the Occupational Health and Safety Act of Ontario
- Ensure adherence to agency Health and Safety Policies and Procedures by all agency staff
- Ensure the safe and responsible use and maintenance of agency equipment and furnishings
- Responsible for ensuring an effective level of supervision is available at all times and ensure emergency on call practices are responsive

Hours of Work:

- Hours require flexibility and will include evenings, weekends and on-call.
- This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents may be required to follow any other instructions and to perform other related duties that may be required by the Agency

Community Living Tillsonburg is an equal opportunity employer which welcomes and encourages applications from people with disabilities.

Qualifications:

- Degree in a Clinical, Healthcare or Social Services discipline from a recognized institution. An equivalent combination of education and experience will be considered.
- Minimum of 7 years of previous senior management experience and exceptional knowledge of: community services, children's services, children with special needs, developmental disabilities, mental health, dual diagnosis and complex specialized needs.
- Demonstrated skills in: communication, financial management, policy and procedure development and implementation, development and evaluation of employees, personal planning, and conflict resolution.
- Computer skills including Microsoft Office and other programs, as required.
- Satisfactory Vulnerable Sector Screening

Working Conditions, Demands and Core Competencies for Directors

1. Internal and External Contacts

- a. Need to work in collaboration with all internal and external contacts regardless of Supervisory authority over the contacts involved.

2. Problem Solving

- a. Able to consider all aspects of a situation and make sound decisions without having all pertinent information. Work involves a significant amount of problem solving and judgment. Work can be beyond the scope of past practice or precedent and innovation, adaptation and significant judgments may be required. There are likely too many unknown variables and possibly many factors or variables to associate and consider. Solutions to problems may demand some uniqueness or creative decision processes and an appreciation of political, economic and social issues.

3. Independence of Action

- a. Able to work independently and show initiative in all job duties. Able to work without clear direction.
- b. Little advice or guidance is provided and assignments typically cover required results and detail, rather than the method. Only important items or those requiring clarification of objectives or policy or very sensitive issues would be referred to the CEO.

4. Accountability and Judgement

- a. Directly accountable to the CEO. As per Agency values, accountable to all involved with the agency.
- b. Must be able to create a system of checks and balances that ensures that errors do not go undetected for a long period of time. Poor judgement and/or analysis could significantly affect costs, internal and external stakeholders.

5. Effort

- a. Environment
This position works within a team environment in an office setting utilizing typical office equipment.
- b. Physical Effort
The job involves light physical fatigue, such as may be expected performing any job.
- c. Mental Demand
Requires frequent periods of work pressure for periods of sustained duration.
Requires long periods of concentration (approximately 2-3 hours) to complete tasks.
- d. Working Conditions
This job requires some exposure to undesirable or disagreeable working conditions including but not limited to:
 - ability to work with difficult people and situations;
 - multiple demands of daily routine, priority requests from CEO and meeting deadlines; frequent and spontaneous service issues;
 - travelling between service locations;
 - flexibility in working hours to accommodate organizational requirements, (i.e. evening meetings and conferences);
 - long periods of sitting daily to complete tasks;
 - ability to adequately and consistently organize and prioritize work activities

Core Competencies and Target Levels (from Core Competency Dictionary)

Advocating for Others – Level 4

Creative Problem Solving and Decision Making – Level 5

Developing Others – Level 5

Holding People Accountable – Level 5

Leading Others- Level 5

Managing Change – Level 5

Relationship/Network Building -Level 4

Resource Management – Level 4

Strategic Thinking- Level 4