

JOB POSTING

Job Title:	Director, Support Operations
Department:	Operations
Reports To:	Executive Director
Direct Reports:	Managers, Operations & Quality

POSITION SUMMARY

Fulfilling a major role within the organization, the Director, Support Operations accepts lead responsibility for the effective overall management and quality of a broad range of services including Accommodation Support, Community Supports, Independent Living, as well as individual & Family Directed Support. Reporting to the Executive Director (ED) and working collaboratively with the Director, Finance and Business Operations (DFBO); Director, People and Culture (DPC) and the Managers of Supports and Quality Assurance, the Director is an influencer for creative problem solving and innovation as an integral member of the Senior Leadership Group (SLG).

The Director will provide principled, ethical leadership and represent the Agency in a positive and professional manner. Establishing and maintaining effective and constructive working relationships, the Director will effectively and respectfully advocate on behalf of individuals supported while engaging families, government partners and community interest groups in the Mission, Vision and Guiding Principles of the Agency. The Director will lead the development and evaluation of safety and quality standards and measures to support compliance with all applicable legislation. The Director will integrate sustainable resource management with effective policy development and program planning, while responsibly identifying and mitigating potential risks.

RESPONSIBILITIES

Programs, Services and Supports:

- Design and/or update processes, program models and service delivery methods that respond to individual and community needs and align with the Agency's strategic directives, Mission, Vision and Guiding Principles; ensure all programs are in accordance with Ministry Service Contracts, legislation and regulatory requirements.
- Develop program evaluation framework and service expectations and lead efforts in the establishment of organizational outcomes that demonstrate qualitative progress and adherence to the Agency's strategic directives, the *Social Inclusion Act, 2008*, related Quality Assurance Measures (Regulation 299/10).
- Analyze trends, identify issues and recommend solutions to the ED/SLG.
- Ensure the effective overall development and implementation of a robust intake and planning system that supports and respects person centred approaches ensuring they are inclusive of family, friends and others.
- Utilize reliable information and data to ensure regular evaluation and timely reporting on a broad system of standards that accurately measure the achievement and sustainability of personal outcomes for individuals.

- Oversee service coordination related to the medical, behavioural, psychiatric and psychological needs of people receiving services in consultation with the support Managers. Liaise with professionals and subject matter experts that are providing services in these areas to people we support and their families.
- Investigate and respond to concerns/complaints from individuals, families and other interest groups regarding service.
- Provide regular and comprehensive reports to the ED on program successes, contentious matters and serious occurrences

Policy and Procedure:

- Systematically oversee the development and maintenance of all service-related policies and procedures as well as individual support plans and service agreements; initiate timely revisions and ensure reporting and communication mechanisms that interpret, articulate and promote their understanding.
- Ensure all service related policies and procedures are applied consistently across all support areas and remain in compliance with the *Social Inclusion Act*, 2008, and other relevant and related Acts and regulatory requirements.
- Assist with the collection of and be familiar with service data reporting requirements.

Leadership and Human Resources:

- Actively and collaboratively engage with the DPC and others, providing timely approvals with regard to hiring, grievances, corrective action and dismissals.
- Determine and monitor appropriate staffing requirements and the effective utilization of human resources; organize team assignments that meet the needs of persons supported; organize, manage and rationalize human resources within the parameters of the Collective Agreement, employment law, Agency policies, procedures and practices.
- Oversee strategic actions that promote the adaptation and use of established developmental service sector core competencies and recognized best practices.
- Participate in the orientation and training activities of new staff and identify ongoing training and development opportunities.
- Succession plan for future staffing needs in collaboration with the ED and DPC.
- Lead and support team building initiatives in collaboration with the DPC.
- Mentor and coach direct reports on policy, procedure and best practice.
- Prepare and conduct annual performance evaluations for direct reports and actively coach others with the development of performance and career objectives while contributing to the Agency's succession planning requirements.
- Support managers with conflict resolution and grievances.
- Work collaboratively with SLG to participate and actively contribute in the achievement of a Collective Agreement with Bargaining Unit staff
- Contribute positively to all elements of building and sustaining superior relations with the Employee Relations Committee (ERC); support all other staff committees.

Administrative and Financial Management:

- Work collaboratively with the DFBO in the preparation and monitoring of all program related fiscal, annual and capital operating budgets.
- Effectively manage the assignment, monitoring and realignment of program resources.
- Ensure the ongoing delivery of programs and services are within approved annual, fiscal, capital or other budget allocations.
- Identify organizational and financial risks; research and provide alternative strategies and planned actions to mitigate risks, reduce and alleviate potential shortfalls.
- Responsibly manage the distribution of resources in a fair, planned and coordinated manner and approve spending within established limits.

Occupational Health and Safety (H&S):

- Take all reasonable precautions to protect the H&S of staff; ensure that equipment, materials and protective equipment are maintained in good condition; provide information, instruction and supervision to protect worker health and safety; and cooperate with the Joint Health and Safety Committee.
- Ensure all programs remain in compliance with the Occupational Health and Safety Act, Workplace Safety and Insurance Act and Agency health and safety policies and procedures.
- Provide leadership and be a positive role model ensuring a supportive and safe workplace culture; work cooperatively with the DPC and other related staff in ensuring the development, delivery and evaluation of workplace safety programs, learning and practices that remain current and in compliance with all regulatory requirements.
- Work collaboratively with SLG in the development, management and ongoing improvements of H&S practices and the review of H&S policies and procedures.
- Maintain overall responsibility for emergency preparedness initiatives as they relate to programs and services, ensuring overall that strategies and responses are coordinated, clearly communicated and understood by staff and persons supported; ensure the development of contingencies to address a wide range of emergencies.

Professionalism with Interest Groups:

- Represent the Agency in a positive and professional manner by participating on various internal and external task group/committees in a way that clearly conveys the culture and philosophy of the Agency.
- Network and establish positive relationships with other agencies, associations, and service providers both internal and external to developmental services.
- Provide public presentations, respond to general enquiries and concerns from persons supported, funders and the general public as delegated by the ED.
- Nurture, build and sustain positive and respectful relationships with both internal and external interest groups; achieve mutually beneficial gains through shared learning, individual and family engagement and service innovation.
- Remain current and apply best professional and managerial practices; promote and personally operate with a high degree of integrity, maintaining sound ethical approaches to all elements of work.
- Attend Board of Director and SLG meetings.
- Convene regular supervisory meetings.
- Actively participate and chair internal and external committees as directed.

Documentation and Information Technology:

- Ensure the availability, reliability and effective use of electronic and other data systems to collect, organize, store and distribute confidential information.
- Oversee the plan, collection and use of all documents required for accreditation and compliance reviews.

Other:

- In collaboration with the DPC, ensure the effective, comprehensive operation of a twenty-four (24) Emergency On-Call program (EOC).
- Be regularly available to consult with Supervisory staff and EOC to respond to matters of urgent need.
- Adapt working hours to respond to the needs of persons supported, Agency and community events.
- Adapt to changes from time to time in responsibilities and duties which may arise from the changing nature of the work to be done.
- Perform other duties as assigned

QUALIFICATIONS

Experience:

- Minimum of six (6) years progressive supervisory experience within the Developmental Services or related sector.
- Practical knowledge and application of Microsoft Office and an aptitude to learn and utilize other software programs as required (i.e. AIMS, Inclusion).
- Social media/social networking recruiting tools and sites

Education:

- Post secondary education gained through a University Degree with specialization in Human or Social Services or related field of study.
- Valid certificate in First-Aid, Cardiovascular Pulmonary Resuscitation (CPR) and Safe Management.

Knowledge/Skills:

- Well established professional practice and strict adherence to ethical standards; a clear understanding of the principles of inclusion.
- Practical experience and knowledge in the developmental services sector including but not limited to autism spectrum disorder, deaf/blind intervention services, dual diagnosis, complex specialized needs, aging and home healthcare.
- Exceptional knowledge and experience with budget processes, financial and human resource management.
- Desire to serve the people the agency supports, co-workers, ministries, other agencies, community and/or government organizations.
- Well developed supervisory skills that demonstrate competency in leadership, goal setting, holding others accountable with a focus on continuous quality improvement, learning and education.
- Demonstrated flexibility, creative problem solving and sound crisis management techniques which naturally incorporate collaborative approaches.

HOURS OF WORK

- Normal hours of work are 40 per week.
- Will need to adapt working hours to respond to the needs of individuals supported, Agency and community events, therefore flexibility in working hours is required.

Qualified candidates are invited to submit a cover letter and resume to:

hr@getintocommunityliving.com

We thank you in advance for your interest.

Only qualified candidates will be considered for an interview.

Community Living Wallaceburg is committed to an inclusive, barrier-free selection process and work environment. Please advise Human Resources of accommodation needs to enable you to be assessed in a fair and equitable manner.