



Community Services for Independence NORTH WEST

DIRECTOR OF SUPPORT SERVICES – EAST **Full-Time Contract** **(with possibility of becoming permanent)** **Location: Thunder Bay, Ontario**

Community Services for Independence North West (CSINW) is recognized as a leading community support service provider, enabling persons with physical disabilities and seniors the opportunity to live independently in NW Ontario since 1975.

If you are an experienced dynamic leader - with expertise in creating positive working environments – have a passion for empowering persons with physical disabilities and have the skills and experience to excel in this role, we encourage you to apply. In this pivotal role, you will be responsible for overseeing and coordinating a dedicated team tasked with supervising front-line staff providing personal support services to our consumers. Your leadership will ensure the delivery of high-quality personal support services that upholds our commitment to independent living and empowerment.

Under the direct supervision of the CEO, the **Director of Support Services - East** is responsible for managing and administering the services of six (6) Supportive Housing Programs in Thunder Bay. You will work in conjunction with the Director of Support Services – West and will provide vacation relief as required.

All functions of this position will be done with highest levels of quality to the organization's mandate:

"To provide quality services, which empower all persons with physical disabilities, to live safely and independently in the community."

Our organization is committed to attaining consumers' ideals by developing and fostering:

- Strong values and practices
- Enrichment opportunities and innovative options in response to consumer's goals
- Harmonious working relationships with respect for consumer's individuality

KEY RESPONSIBILITIES:

- Provide strategic direction and leadership for the program, aligning operations with organizational goals and objectives.
- Oversee a team of coordinators responsible for supervising front-line staff, providing guidance, support, and mentorship as needed.

- Collaborate with internal and external stakeholders to develop and implement policies, procedures, and standards for the delivery of personal support services, ensuring compliance with regulatory requirements.
- Monitor and evaluate the quality of services provided, implementing continuous improvement initiatives to enhance consumer outcomes and satisfaction.
- Manage budgets and resources effectively, optimizing allocation to meet service delivery targets and organizational priorities.
- Foster a culture of professionalism, teamwork, and accountability within the support services team, promoting a positive and inclusive work environment.

KEY QUALIFICATIONS:

- Minimum 7 to 10 years of extensive experience at a senior management level in a unionized work environment, or equivalent; possess management knowledge and experience required to manage a non-profit organization that promotes independent living for persons with disabilities.
- Degree or Diploma in a related field (e.g. Human Services, Healthcare Administration, Social Work) or equivalent.
- Skills in strategic planning and knowledge of program evaluation.
- Extensive experience and skills in labour management including good negotiation, conflict resolution and problem-solving skills.
- Strong administrative ability with emphasis on supervisory and leadership skills, excellent communication, organization and writing skills.
- Experience in preparing budgets, with experience in budget management and resource allocation.
- Strong computer skills and experience with AlayaCare software would be an asset.

We offer attractive working conditions, a competitive annual salary starting from \$73,382.00 and a comprehensive employer paid benefit package with additional benefits including a 4-day work week to promote a healthy and supportive work/life balance.

For a detailed description of responsibilities and qualifications for this position, visit our website at www.csinw.ca.

CLOSING DATE: 4:30 p.m. on Friday, May 3, 2024

Please submit a cover letter and resume to: HR@csinw.ca or by mail to Human Resources, Community Services for Independence North West, 101 Syndicate Ave. N. - Suite 410, Thunder Bay, ON P7C 3V4

Visit www.csinw.ca for more information about our organization

The CSINW is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, members of visible minorities, aboriginal persons, and persons with disabilities. Reasonable accommodations during the recruitment process will be provided in accordance with the Ontario Human Rights Code. Applicants may make accommodation requests when contacted for an interview. We thank all applicants; however, only those considered for an interview will be contacted.



JOB DESCRIPTION

Director of Support Services – East

GENERAL RESPONSIBILITIES

While promoting the organization's mandate and vision, the Director of Support Services – East is primarily responsible for overseeing and coordinating Program Coordinators who are tasked with supervising front-line staff providing personal support services to persons with physical disabilities residing in the Thunder Bay Supportive Housing programs. This includes participating in the development and administration of services in accordance with CSINW policies and by-laws and in keeping with Provincial statutes, regulations, and policies.

The Director is responsible for maintaining and ensuring that confidentiality throughout all levels of the program is abided by according to the established policy.

All functions of this position will be done with high levels of quality in conjunction to the organization's mandate:

“To provide quality services, which empower all persons with physical disabilities, to live safely and independently in the community.”

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DUTIES AND RESPONSIBILITIES RELATING TO MAJOR ACTIVITIES

Major Activity A: Accountability

The Director must have the ability to meet the following accountability goals:

- Review, direct or where appropriate respond to incoming correspondence and other items.
- Through the direction of the CEO, ensure that all Board decisions pertaining to the operations of the Thunder Bay Supportive Housing Program are consistent with and enacted according to the constitution and by-laws of the organization.
- Compose such documents as are directed by the CEO; co-ordinate research and provide the necessary resource materials when required.

Major Activity B: Communication

On a daily and operational basis, the Director will have contact and working relations with a variety of people. Internally this would include frequent contact with the Program Coordinators, the Director of Support Services – West and the Director of Human Resources, and regular contact with all other employees and consumers.



Externally this could include funding agencies, unions, Community Agencies, potential consumers, and other resources related to the employer/employee relationship.

- Demonstrate a friendly and courteous persona at all times.
- Respond to employees & consumers in a caring and patient manner.
- Attend and participate at requested meetings.
- Model professionalism in accordance to our code of conduct.
- Maintain confidentiality in accordance to our policy.
- Apply extensive knowledge of department policies and procedures and utilize a general understanding of other departments' functions.
- Provide open communication between departments; keep co-worker, employees and management informed on pertinent labour relations matters.
- Inform CEO on all matters under discussion, liaising between Program Coordinators and CEO.
- Respond to waiting list inquiries.

Major Activity C: Financial and Program Planning

The Director will ensure quality services are delivered within the current budget and in a cost effective and humanitarian manner within the guidelines of the Board policies, government funding, and administrative agencies. Specific responsibilities will include the following:

- Assist in developing and implementing operational plans for the Thunder Bay Supportive Housing Program in collaboration with appropriate staff.
- Prepare funding proposals as required.
- Ensure that funds are spent appropriately; monitor the Programs expenditures according to budget guidelines;
- Monitor the effective use of consumer services and adjust scheduling to maximize effectiveness of services and resources.
- Inform and/or advise the CEO on matters under discussion.
- Participate in negotiation of union/management agreements.
- Maintain confidentiality of all matters under consideration or negotiation, which have not been formally approved by the Board for disclosure.

Major Activity D: Administration of Organization Resources

The Director requires knowledge pertaining to the development of services for people with disabilities that will allow them to enjoy daily living activities as independently as possible. Knowledge of the management techniques that are required to manage non-profit consumer driven programs that promote independent living for persons with a disability is essential.



- Under guidance from the CEO, direct the operations of the Thunder Bay Supportive Housing Program including the development, implementation, and review of agency and individual service plans in accordance with the needs of consumers and Provincial Program Guidelines; report results as required to the CEO.
- Study or research issues as directed by the CEO and provide reports or develop policy recommendations as necessary.
- Review and co-ordinate applications for service within the Thunder Bay Supportive Housing Program.
- In collaboration with Program Co-ordinators, complete assessments, consult with the Support Services Standing Committee and co-ordinate implementation of service.
- Oversee the Thunder Bay Supportive Housing Program including service evaluation and quality assurance.
- Follow established procedures for handling and investigating complaints and their resolution.
- Meet with Program Co-ordinators regularly to discuss all aspects of program operations. Attend and participate at management meetings, Program Staff meetings, and all other appropriate operational team meetings.
- Communicate regularly with the Director of Human Resources on personnel issues and labour relations.
- Communicate regularly with CEO on all matters under discussion and provide written reports as necessary.

Major Activity E: Health and Safety Responsibilities

The Director has the overall responsibility for ensuring that the Health and Safety of CSINW employees and consumers are protected. The Director will ensure that health and safety regulations and policies are observed throughout the organization.

This function is carried out by:

- Ensuring that the organization is in compliance with all applicable safety related legislation.
- Ensuring that all elements of the safety programs are effectively supported at all functional levels within the organization.
- Assuming the overall responsibility to ensure the work environment is safe.
- Ensuring that all Program Co-ordinators have appropriate skills in the area of health and safety.
- Meeting with the Health & Safety Officer regularly, reviewing accident and injury reports to seek areas of improvement or training deficiencies and take necessary actions.
- Reviewing and is kept informed of activities undertaken by the Health and Safety Committees.
- Communicating regularly to the CEO on all above matters.



SUPERVISION/DIRECTION OF OTHER EMPLOYEES

Employees reporting directly to the Director of Support Services - East are:

- Thunder Bay Supportive Housing Program Co-ordinators and such others as may be from time to time appointed.

The supervision of the above positions includes performance evaluations, assessment, scheduling, orientation and training. Directing the preparation of job descriptions and recruitment – in conjunction with the Director of HR.

Authority over employees directly supervised extends to:

- The appointment, discipline and dismissal – in conjunction with the Director of HR.
- Delegation of responsibilities.
- Individual annual performance appraisals.
- Interpret the long- and short-term organizational goals for management staff and assist in developing specific performance objectives.
- Coordination of their work.
- Oversee supervision, training, and evaluation of Personal Assistants.
- Ensure that policies and procedures are followed and updated as required.
- Resolution of conflict – in conjunction with the Director of HR.
- Ensure the utmost confidentiality is abided by according to the organization's policy.
- Ensure and oversee planning and implementation of professional development for staff.

Those who report indirectly are:

- Personal Assistant Employees

Administrative and managerial authority affecting all organization levels extends to:

- Participate in the negotiation of collective agreements and participate in employee grievances/disputes as per collective agreement and in conjunction with the Director of HR.
- Interpreting personnel policies and provisions of employee/management agreements.
- Approving hiring on recommendations from supervisory staff in conjunction with the Director of HR.
- Informing the CEO of the appointment or dismissal of supervisory staff in conjunction with the Director of HR.



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- Informing the CEO of significant changes to terms and conditions of employment in conjunction with the Director of HR.
- Recommending changes in organizational structure and reporting relationships to the CEO.

In collaboration with appropriate employees, ensure and oversee that the following Support Services teams and committees operate effectively while in keeping with their established Terms of Reference and goals:

- Support Services Standing Committee
- Health & Safety Committees
- Labour Management Teams (in conjunction with the Director of HR)
- Program Co-ordinator Team

Perform other duties as needed or required.

HOURS OF WORK

This position is salaried with the approximate requirements of a 35-hour work week with On Call responsibilities. The incumbent must be willing to work a flexible schedule, which may include evening meetings and occasional weekend commitments. The established policy for salaried positions would apply.

KNOWLEDGE AND SKILL REQUIREMENTS

- Degree or Diploma in related field (e.g. Business Administration, Human Services, Social Services) or equivalent
- Minimum of 7 to 10 years of extensive experience at a senior management level; possess management knowledge and experience required to manage multi service non-profit organization that promotes independent living for persons with a disability.
- Skills in strategic planning and knowledge of program evaluation.
- Strong facilitations and team work skills.
- Experience and skills in labour management including good negotiation, conflict resolution and problem solving skills.
- Ability to work effectively with government funders and other service providers.
- Strong administrative ability with emphasis on supervisory and leadership skills, excellent communication, organization and writing skills.
- Experience in preparing budgets, with experience in budget management and resource allocation.
- Must be Bondable.