

SENIOR DIRECTOR OPERATIONS

Location: Toronto, ON Full time Opportunity

JOB SUMMARY

Reporting directly to the CEO, the **Sr. Director Operations** is responsible for providing operational direction to a team of Senior Leaders that operate the enterprise service areas. Ensures an integrated service continuum that maximizes collaboration, puts customers at the centre of all we do, meets the highest standards and is driven by evidence, outcomes, and continuous improvement. Takes a proactive leadership role, continuously seeking opportunities that enhance health and wellness and are financially and strategically sustainable to the benefit of individuals supported by the Association. Develops an external network and engages with the Developmental Services and other sectors as an expert and leader.

KEY RESPONSIBILITIES

Provides operational direction and leadership to enterprise service areas to ensure a consistent and exceptional customer experience.

- Oversee a team of Senior Leaders to support the development of consistent programming that aligns to Community Living Toronto's strategic goals and enables broader sector reform plans.
- Provide strategic leadership to enable the planning, implementation, and development of a holistic portfolio of high-quality programs and services within the agency's service portfolios.
- Develop high-performing, results-driven teams through coaching, providing transparent insight and feedback, and meaningful developmental opportunities.
- Through service area teams, enhance the Community Living Toronto experience for customers by creating consistent and quality services across all service areas.
- Bring Community Living Toronto values to life for your teams, modeling collaboration, inclusiveness, confidence in leadership, and teamwork, that all move us toward success.
- Assist in the establishment and achievement of divisional short-term and long-term strategic plans and objectives.
- Develop actionable business strategies and plans that ensure alignment with short-term and long-term objectives developed in tandem with the CEO and soliciting input from Senior Leadership.
- Participate in the development of and keep staff informed on program changes and policy changes that will impact clients and participants.

Builds and operationalizes a continuum of services and supports that centre on customers, are sustainable and meet the highest standards.

- Ensure that plans are developed and executed to meet or exceed targeted levels of positive stakeholder satisfaction and customer experience; be a role model for customer experience.
- In collaboration with Senior Leaders, review budgets for each service pillar, and with the CEO and other governance partners inform priorities for the fiscal year.
- Identify business opportunities and areas for growth, developing and implementing growth strategies.

Required Experience and Qualifications

Education & Training

- Bachelor's degree in Human Services, Business, Organization Development, or other related discipline.
- MBA, MSW or master's degree in a related area an asset or combination of education and progressive experience.

Experience

- Minimum 12+ years of progressive management experience, including at the senior leadership level, preferably in a not-for-profit, unionized human services environment managing teams, budgets, and strategic plans.
- Experience in public speaking is required.
- Proven strategic planning and budgeting experience.

Technical Skills & Knowledge

- Highly organized and hard working. You are also comfortable identifying and executing change initiatives, implementing processes where processes don't exist, implementing new systems, and developing people in an ever changing and fast paced environment. Proven strategic planning and budgeting experience.
- Experience building and scaling teams and systems.
- Excellent problem-solving skills and crisis management skills.
- You know how to lead in a complex, dynamic and multi-disciplinary team environment.
- You are a confident, persuasive communicator with excellent verbal, written, listening and interpersonal skills, able to exert influence and develop constructive working relationships.
- The candidate must have a solid understanding of individual and family needs within diverse communities.
- Must be a strategic thinker and planner and have good management skills.
- Ability to work independently and as a part of a team.
- Manage multiple tasks, often with competing deadlines in a timely manner.
- Ability to provide leadership and motivate staff.
- Must have knowledge of public sector budgeting principles and practices.
- Commitment to anti-racism and non-discrimination practices.
- Excellent oral and written communication skills; second language is considered an asset.
- Entrepreneurial attitude.
- Proficiency with computers using MS Office (Excel, Word, Outlook), and other software programs needed to produce documents, reports, databases, presentations, and communication vehicles for staff training and development.

Key Relationships

Ministry of Children, Community, and Social Services (MCCSS), Board of Directors, Chief Executive Officer, Senior Leadership Team, Staff, External Stakeholders, Community Partners.

TO APPLY:

SEND YOUR COVER LETTER AND RESUME TO:

Careers@cltoronto.ca

PLEASE QUOTE 'SENIOR DIRECTOR OPERATIONS' IN THE SUBJECT LINE

When required, accommodations for disabilities will be provided, on request.

By submitting your application, you confirm that the information included is accurate and true. Misrepresentation or omission of facts in connection with your application may be sufficient cause for dismissal.

We thank everyone for their interest in Community Living Toronto; however only applicants with the necessary qualifications, experience and education will be contacted for an interview.