

The Neighbourhood Group
Job Posting Internal and External

Job #TNG2021-25

POSITION TITLE: Director of Community Services	STATUS: FULL TIME, 35 hrs/week
REPORT TO: Vice President Vibrant Communities and Poverty Reduction	SALARY: Commensurate with experience
<u>POSITION SUMMARY:</u>	
<p>Reporting to the Vice President Vibrant Communities and Poverty Reduction, this position leads the development, management, and evaluation of Community Services departments focused on poverty reduction, harm reduction, social justice and equity.</p> <p>This portfolio includes supervision of managers, overseeing budget preparation and monitoring, policy input and development, ensuring deadlines for funding submissions and reports are met and programs are meeting their performance measurements plans and overarching goals. The position also implements community-based strategic planning, and leads co-design processes to develop new programs/services. The Director of Community Services will ensure that The Neighbourhood Group plays a key role in the planning and co-ordination of local social services and is responsive to neighborhood planning and development.</p> <p>This position works collaboratively with the leadership team to create and maintain a positive and productive, safe and decent work environment for large staff teams. The ideal candidate is an innovative, resourceful, proactive person able to deal with a complex set of issues simultaneously.</p>	
<u>A.ESSENTIAL DUTIES AND RESPONSIBILITIES:</u>	
<ol style="list-style-type: none"> 1. Ensure the sound management, development, and evaluation of Community Service Departments, each with numerous funders and multiple programs and services: <ul style="list-style-type: none"> • Community Development & Social Action • Newcomer Services and Language Training • Youth Services & Youth Justice Services • Women's Programs & Food Security Programs 2. Recruit, develop, supervise and support managers and staff, cultivate, mentor and nurture a strong multi-disciplinary team work environment; support continuous learning and encourage innovation 3. Undertake planning, funding and other developmental activities necessary to initiate important new programs to meet existing or emerging community needs. Develop and implement research studies and activities to assess community needs and capacities. 4. Lead complex projects related to agency relations, strategic planning, and stakeholder engagement. 5. Act as a key contact for numerous grants systems, responsible for resource development in the public sector ensuring all government funding submissions and reports are submitted on time and to undertake necessary collaborations, networking and relationship building with funders. 6. Provide leadership participating in coalitions and community groups important to meeting community development and poverty reduction goals. Develop and support key external cross-sectorial partnerships and ensure that local social services are co-ordinated in the best interests of service users and to liaise with community groups/residents as needed. 	

7. Initiate, plan and development new programs in response to identified community needs and opportunities to further the mission of The Neighbourhood Group.
8. Ensure clear communication between management and direct service staff, inform the Vice President of community and staff issues in consultation with the People and Talent department as needed.
9. Actively support the implementation of The Neighbourhood Group Strategic Plan, and act as staff liaison to the Board Advocacy Committee and other Board committees as appropriate.
10. Represent the agency in media and communication including but not limited to seminars, conferences, meetings, social media platforms, media interviews and deputations as appropriate to advance The Neighbourhood Group mission.

B. ORGANIZATIONAL RESPONSIBILITIES:

1. Prepare for and actively participate in regular meetings with the Vice President including the establishment and evaluation of an annual plan and goals.
2. Actively participate in the Senior Management and Management Team, undertaking responsibilities as assigned, and to direct or participate in Agency-wide functional teams or task force committees.
3. Maintain accurate and complete records and file as required by The Neighbourhood Group, ensuring confidentiality is maintained on all client and staff matters.
4. Represent The Neighbourhood Group at functions, speaking engagements or on external committees as required.
5. Participate in Agency fundraising activities as required, including the annual United Way Campaign and other agency events.
6. Accountable for staff health and safety requirements as a senior staff.

QUALIFICATIONS:

- MSW or Master's Degree in Human Services, and more than 5 years of management experience in community work practice, or combined equivalent in education and experience.
- 5+ years recent non-profit experience in program planning, development, and evaluation, staff and program supervision, project management, preparation of budgets, financial monitoring and strategic planning.
- Professional knowledge of social service development and effective implementation, community development and advocacy.
- Excellent ability to develop and maintain relationships with external organizations in the context of complex stakeholder relations.

- A proven track record applying an entrepreneurial mindset, and ability to consistently seek and develop innovative solutions to critical social needs.
- Professional expertise in community development and at least 2 of these areas: youth justice/restorative justice, immigration/settlement, community-based clinical care, grassroots community engagement, women's health, and community safety & wellness services.
- Extensive experience supervising teams with direct /indirect reports in a unionized environment. Excellent team building, group facilitation skills, and the ability to support, coach, guide, mentor and motivate a dynamic team of staff in changing environments.
- Strong critical analysis, highly developed grant and report writing skills. Sound knowledge and experience in community-based research and understanding of quality assurance, programme evaluation, data analysis and the ability to use data to create compelling pathways for change.
- Be aware, knowledgeable and demonstrate the capacity for interpreting the relevance of policy and legislation to The Neighbourhood Group mission, goals and programming; demonstrated ability to exercise sound judgment/integrity/discretion/political acuity.
- Proficient at time management, organization, and multi-tasking and priority management.
- Exceptional communication skills (written, oral, and interpersonal), social media/online communication, marketing and outreach that are effective and persuasive to a wide and diverse audience and established computer and digital literacy skills.
- Commitment to achieving social justice and equity, working from an anti-oppression, anti-colonial framework.

To apply, submit your resume and cover letter with “TNG2021-25” in the subject line of your email to E-mail: careers@tngcs.org Applications must be received by March 12, 2021

TNG - St. Stephen's Community House is committed to diversity, equity and accessibility in accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources Administrator (hadministrator@sschto.ca) will make every reasonable effort to accommodate the needs of applicants requesting accommodation at any stage of hiring process.