

Join Our Team!

We are hiring a Director- Services and Supports.

Who We Are:

Community Living South Muskoka is a not for profit service agency that supports over 450 people and their families who have a Developmental Disability. We are a progressive agency that believes in strong leadership and providing innovative and quality services.

Please visit our website www.clsm.on.ca for details on how to apply. All applications must a resume and cover letter.

POSITION SUMMARY:

As a member of our senior leadership team, provide guidance and mentorship to the supervisor team, staff, volunteers and people supported in planning and implementing their personal goals in services areas under their direct authority. Apply creative thinking with the ability to coach, motivate and assist supervisors and staff teams within a unionized environment to achieve individual and organizational outcomes. Build trusting relationships both internally and with community partnerships to ensure the efficient and effective co-ordination and use of resources. Ensure that services and supports meet Ministry, District and/or legislative requirements.

Areas of Resonsibility include:

- Children and Youth Services: Special Needs Resourcing, Family Support, Respite
- Adult Community Services: Employment Services, Community Participation Services, Passport, Adult Respite

QUALIFICATIONS:

Education/Experience

- University Degree in relevant discipline or approved equivalent.
- Experience in the Social Service field supporting individuals with developmental disabilities.
- Strong leadership skills demonstrated through at least five (5) years management experience preferably in a unionized environment
- Excellent communication skills, both written and verbal
- Proven analytical skills to review data, make recommendations and prepare reports
- Excellent problem solving and organizational skills
- Computer skills to compile data and present reports as well as internal and external communications
- Knowledge of relevant legislation, Acts and Ministry directives
- Valid driver's license and the maintenance of an acceptable driving record.
- Pharmacology from an recognized College program

- Satisfactory Vulnerable Sector Check
- Resourcefulness and flexibility to meet the needs of the organization and demands of the position.
- Ability to work effectively in a team environment, be a positive role model and be able to interact with all levels of personnel from various functional areas.
- Knowledge of relevant legislation, Acts, and Ministry directives, training and certificates as required
- Valid driver's license and the maintenance of an acceptable driving record
- Experience working with unions is preferred.

CONDITIONS OF EMPLOYMENT:

- Must undergo a successful police records/Vulnerable Sector check
- Use of a vehicle may be required.
- Travel may be required.
- May be required to work irregular hours.
- Must maintain confidentiality.
- Must agree to be fully vaccinated for COVID and follow all enhanced IPAC measures



Community Living - South Muskoka

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JOB DESCRIPTION

POSITION: Director – Services and Supports

REPORTS TO: Chief Executive Officer

Position Purpose:

Provide leadership and supervision to the supervisor team, staff, volunteers and people supported in planning and implementing their personal goals in services areas under their direct authority. Apply creative thinking with the ability to coach, motivate and assist supervisors and staff teams within a unionized environment to achieve individual and organizational outcomes. Build trusting relationships both internally and with community partnerships to ensure the efficient and effective co-ordination and use of resources. Ensure that services and supports meet Ministry, District and/or legislative requirements.

Position Summary:

The Director – Services and Supports is directly accountable to the Chief Executive Officer and through him/her to the Board of Directors, for the achievement of organizational goals and strategic priorities with cost efficiency, financial accountability and program effectiveness. This includes, and is not restricted to, the development, implementation and organization of services and supports for individuals with a developmental disability.

The Director – Services and Supports is accountable to the Chief Executive Officer for correctly interpreting the duties and responsibilities spelled out in this job description and in other memorandum of direction, and for the proper fulfilment of the function and responsibilities of the position. Performance is measured against the extent to which the strategic goals, plans, programs, and objectives of the position, and of the Association as a whole, are attained.

The Director - Services and Supports may delegate to subordinate employees within clear lines of accountability and responsibility. Accountability for actions of subordinates does, however, remain vested with the Director – Services and Supports.

Qualifications:

- University Degree in relevant discipline or approved equivalent.
- Experience in the Social Service field supporting individuals with developmental disabilities.
- Strong leadership skills demonstrated through at least five (5) years management experience preferably in a unionized environment
- Excellent communication skills, both written and verbal
- Proven analytical skills to review data, make recommendations and prepare reports
- Excellent problem solving and organizational skills
- Computer skills to compile data and present reports as well as internal and external communications

- Knowledge of relevant legislation, Acts and Ministry directives
- Valid driver's license and the maintenance of an acceptable driving record.
- Pharmacology from an recognized College program
- Satisfactory Vulnerable Sector Check

Competencies (Hay Group):

Demonstrated consistent competency at the indicated level:

Advocating for Others: 4

Creative Problem Solving and Decision Making: 5

Developing Others: 5

Holding People Accountable: 5

Leading Others: 5

Managing Change: 5

Relationship/Network Building: 4

Resource Management: 4

Strategic Thinking: 4

Professional Principles:

As employees of Community Living – South Muskoka our efforts to support people to realize their goals and aspirations are guided by the following principles:

- That each of us has a valuable contribution to make towards creativity and excellence in our work
- That each of us has a responsibility in making a meaningful contribution to the lives of the people we support and we are accountable to that end
- That people work most effectively as a team
- That a positive work environment is a shared responsibility and includes recognition, respect, open communication and cooperation.

Major Managerial Responsibilities:

1. Together with the Chief Executive Officer and other management staff, establishes long-range goals and objectives of the Association and makes recommendations regarding their implementation
2. In conjunction with the Director of Finance, develops the annual service plan and budget for presentation to the Chief Executive Officer , including forecasted estimates of expenditure to ensure adequate services are provided within the limit of resources.
3. In conjunction with Human Resources team and CEO, responsible for hiring, promotion, evaluation, discipline and termination of assigned supervisory and direct support staff. Provides direct supervision to assigned management staff and as a team assures that the authority of management is respected and organizational loyalty is maintained.
4. Keeps the Chief Executive Officer informed of activities in operational support which are important to the success of the operation including all contentious or controversial issues and serious occurrences within the service areas under their direct authority. Is conscious of the political and public acceptability and accountability of actions taken and services rendered by the Association.

5. Responsible to monitor and report on outcomes.
6. Participates in community activities as appropriate and/or as assigned in order to further community understanding and support of the Association and its services.
7. May assume the responsibilities for other service departments as required and carries out such other duties as may, from time to time, be assigned by the Chief Executive Officer or the Board of Directors.

Organizational Responsibilities

1. Ensure that services and supports are provided to individuals and their families in a person centred, responsive, timely, and least intrusive manner meeting the outcomes identified by the individual and/or their families.
2. Exemplify the values of the Association within the workplace and in the community and demonstrate a respectful and professional attitude towards people supported, Association staff, families, community partners, funders and volunteers.
3. Represent the organization in meetings with governments, community partner organizations, provincial associations and any other representation that may be required from time to time.
4. Ensure complete and confidential information is kept for each individual receiving support and monitor for quality while adhering to confidentiality agreement as it pertains to individuals and association information and business
5. is aware of and abides by the policies, procedures and practices of Community Living South Muskoka
6. Attend professional development as recommended by the Chief Executive Officer to enhance overall management knowledge and/or performance

Specific Responsibilities:

1. Participate as a member of Senior Management in key organizational development areas such as organizational design, change management; team building and leadership development.
2. Ensures individuals are supported to achieve their personal goals as identified in their Individual Support Plan, including but not limited to development of decision-making skills, exercising of choice, and opportunity to assume responsibilities and reasonable risks in the services and supports environment.
3. Develop and oversee organizational mechanisms and practices that reflect:
 - an outcomes approach to service
 - person directed planning
 - quality assurance
 - organizational effectiveness.
 - evidence based approach

4. Actively participates in the identification of skill-based areas to further responsiveness to organizational and individual needs.
5. Ensure that all employees have comprehensive orientation and training to carry out their responsibilities. As the needs of the people we support and organization changes, staff will be required to learn new skills and therefore, align the development of an annual employee training plan in conjunction with the annual service plan and budget development process
6. In conjunction with Human Resources, develop, co-ordinate and implement orientation and training sessions for staff, individuals who receive support and their families in topics including, but not restricted to, Individual Rights, First Aid/.CPR, Safe Management Group (SMG), Documentation.
7. Assist the Chief Financial Officer in the development, co-ordination, maintenance and monitoring Client Information Management systems and Human Resource Tracking Systems.
8. Examines the organizations climate and culture indicators and makes recommendations to improve the climate. Provide leadership towards the timely and supportive resolution of complaints and proactively deal with operational issues to promote organizational effectiveness.
9. Ensure that outstanding items in compliance reviews are completed on an annual basis and services and supports meet Ministry, District and/or legislative requirements.
10. Assist the Director – Accommodation to ensure that service areas have ongoing maintenance performed for a safe environment. Identify areas of need and assist with minor capital applications as required.
11. Keep aware of trends and exemplary practices in the field, especially as it relates to the area of service delivery.

Related to Health and Safety

Ensures Health and Safety Program requirements are followed based on policy and procedure of Community Living South Muskoka; the Occupational Health and Safety Act, and Workplace Safety and Insurance Board to promote a healthy and safe work environment

Follow all Additional management responsibilities, as found in the Ontario Health and Safety Act and agency operational and strategic goals.

The Senior Management team will provide back-up on call on a monthly rotation. The Senior Management team will be trained to complete the serious occurrence notification to the Ministry.

Note: As the needs of individuals we support, or the Association change, the Director of Services and Supports may be required to learn new skill or take on other responsibilities as required.

I HAVE READ AND UNDERSTAND THE ABOVE JOB DESCRIPTION AND TERMS OF EMPLOYMENT:

Director Services and Supports

Date

Chief Executive Officer

Date