



India Rainbow Community Services of Peel (IRCS)

JOB POSTING

- Job Position:** Director, Community Services
Department: Community Services
Status: 35 hrs per week
Location: Mississauga with local travel
Executive Salary: Salary is commensurate with skills and experience – includes a generous RRSP plan, group health benefits and professional development support

India Rainbow Community Services of Peel (IRCS) is a charitable, non-profit, accredited community based organization. Our services are non-religious and non-political. Our mission is to provide culturally and linguistically appropriate services to Peel's communities, enabling integration and supporting their settlement, social service, health, and educational needs.

Position Summary:

Reporting to the Executive Director, the Director, Community Services is a collaborative member of the Executive Leadership Team (ELT) and leads the ongoing planning, development and implementation of programs that meet the needs of clients of communities served by India Rainbow Community Services of Peel. They will build a high performing team responsible for a service oriented culture for enhancing the experiences of client services leading to positive impact of the programs on quality of life. They will lead the ongoing development and implementation of a sound community outreach strategy which addresses the needs of the community. The Director, Community Services maintains professional relationships with stakeholders at all levels and stays current on region wide initiatives and developments in the sector.

The Director, Community Services will demonstrate the following personal competencies:

- Strong people skills – a collaborative team player capable of building relationships at all levels of an organization; participative management style
- Responsiveness – ability to anticipate needs and commit to respond in agreed timeframes
- Innovative and strategic thinker – ability to identify, develop and implement new ideas and concepts
- High degree of professional and personal integrity
- Capable of delivering on commitments – setting clear objectives and deliverable goals
- Driven and hardworking – ability to “get things done”

Responsibilities and Duties: *(but not limited to)*

- Lead a Community Services team that is contributing to the delivery of high quality client services (Settlement & Integration Services and Family Services)
- Plan, develop and implement long-term strategy, goals and objectives and partnerships to support the strategic directions of IRCS programs in an effective and efficient manner, consistent with the philosophy and mission of the organization, safety, security, professional standards and relevant legislations
- Develop the annual operating plan, budget and program evaluation framework to monitor the programs in alignment with IRCS's strategic plan and directions for community programs
- Champion and oversee development and maintenance of an integrated management dashboard for program metrics that are consistently collected and compiled periodically to measure the performance and outcomes of program interventions and reported to the Executive Leadership and Departmental Management Teams, Board of Directors and funders to maximize the efficiency and effectiveness of the services provided to the community
- Lead the development of program policies, guidelines, procedures and best practices and quality improvement plans for effective program implementation
- Establish and maintain effective relationships with funders, internal and external stakeholders
- Oversee program budgets, expenditure, funder reporting for the purposes of contractual compliance in coordination with the Executive Director and the Departmental Management Team
- Participate in broad based planning through affiliation with other community organizations to initiate and establish inter-disciplinary coordinated approach and leadership in exploring joint programming activities and resource utilization
- Compile, analyze and report trends within the program, identifying issues and developing and recommending solutions
- Participate in the development of public education related reports, documents/presentations or statements and works within established guidelines
- Monitor program activities on a regular basis and conduct timely evaluation according to the program evaluation framework to assess the impact and success and recommend changes to enhance the program, as appropriate
- Manage risks associated with program activities and take appropriate action in consultation with the Executive Director and the Departmental Management Team





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- Direct the selection, supervision, development and evaluation of direct reports; establish performance expectations and standards in consultation with the Executive Director
- Participate actively in the Departmental Management Team to drive organizational growth and day-to-day management; key board/staff committees to provide program advice and is a key leadership member to representative partner networks and in related community activities
- Continually develop and evolve the Director, Community Services position, in consultation with the Executive Director, to align it with the emerging needs of the organization and the evolving changes within its operating environment such as ongoing maintenance of agency and professional accreditation
- Along with the Executive Director, represent the organization to the board, funders and networking and community partners
- Coordinate funder communications and related requirements
- Participates in staff and team meetings, and professional development opportunities as required
- Perform other duties as assigned from time to time

Qualifications and Skills:

- Public Administration, Masters of Social Work (MSW), or equivalent degree in a related human services discipline
- A minimum of 10 years' experience in family services, newcomer services & community program development and demonstrated progressive responsibility in a leadership position at the Manager or Director level in a health services or social services setting at a senior level
- Experience working with the multiple funders (federal, provincial, community) or other non-profit sector agency, an asset
- Exceptional business management skills (strategic planning, budgeting, resource allocation and analytics)
- Demonstrated strong interpersonal skills, capable of developing consensus and motivate individuals in mixed and complex working environments, both within and outside the organization, to achieve common goals and outcomes
- Outstanding strategic analysis capabilities via research, networking and other sources that support longer term planning and strategic decision making
- Demonstrated knowledge of laws, regulations, policies and best practices that are relevant to Community Support Services (Counseling/Settlement Programs)
- Experience working at a policy level and driving advocacy initiatives within an established network on behalf of immigrant populations
- Demonstrated ability and experience developing grant/program funding proposals to government, foundations, corporate and private funders
- Experience and sensitivity in dealing with members of diverse cultural and racial backgrounds
- Experience with and appreciation for South Asian cultural norms and sensitivities is an asset
- High level judgment and initiative in problem resolution of complex issues in both people and operational areas
- Ethical and independent, demonstrating a high standard of professionalism and respect for confidentiality
- Excellent leadership, organizational and communication skills
- Effective priority setting and decision making skills, and ability to meet deadlines
- An inclusive and proactive management style with a service orientation
- Strategic, conceptual and big picture thinking skills, fostering a climate of innovation
- Strong analytical and critical thinking skills
- High-level MS Office suite proficiency
- Demonstrates clear, concise and excellent oral and written communication skills
- Ability to work flexible hours and in a fast-paced environment
- Current Criminal Record Check including Vulnerable Screening will be required
- Valid Driver's License with own transportation a must

Interested candidates are invited to submit their application, including a complete resume of qualifications and experience, electronically to hr@indiarainbow.org by 4:30pm, October 23, 2015. Please ensure your application email has the subject heading of 'Director, Community Services - (insert your name)'

This job posting is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

India Rainbow Community Services of Peel is an equal opportunity employer and is committed to establishing a qualified workforce that is reflective of the diverse populations we serve. We are committed to accommodating people with disabilities as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process. We encourage applications from all qualified individuals; however, only those under consideration will be contacted. **No phone calls please.**

