

West Toronto Support Services (WTSS) is a community-based not-for-profit organization committed to providing quality assistance and support to seniors and adults with disabilities to enable them to live at home independently and with dignity.

WTSS provides valuable, innovative, and caring support services for individuals who want to maintain their quality of life while living in their own homes. Services and programs include transportation, home help, meals on wheels, case management, supportive housing, respite care, home maintenance services, wellness and adult day programs for seniors and adults with disabilities.

Senior Manager, Operations and Development – Full-time Position

Job Requirements

The Manager, Operations and Development leads and directs a cohesive team in the effective service delivery of programs and maintenance of the agency's sites and assets. One of the core objectives of this position is to maximize the use of limited resources while operating within the financial constraints of the agency. The Manager, Operations and Development ensures that all business and administrative functions are performed in accordance with best practices and established policies and procedures.

Responsibilities may vary, but include the following:

- Develop and implement departmental goals and ensure they are aligned with the goals and objectives of the agency, while providing supervision and guidance to staff to achieve assigned goals and objectives
- Achieve utilization targets and ensure quality and outcome measurements
- Schedule, coordinate and balance workload across all departments to maintain equity and morale
- Contribute to service and team effectiveness by participating in regular management, team Lead, staff, departmental and other meetings as required
- Support management and CEO responsibilities during their absence in collaboration with the management team
- Communicate with department staff on departmental functions and agency policies and procedures updates
- Develop and manage annual program plans and associated budgets, while contributing to expenditure decisions to support programs
- Manage operating structures of designated programs/services to reflect sector best practices
- Monitor operational expense invoices for accuracy
- Generate monthly statistical and program reports
- Lead the agency's communication strategy and collaborate with external organizations regarding program partnerships
- Participate actively in the development and implementation of new agency initiatives and strategies to develop and implement social enterprises
- Conduct performance appraisals, as needed, to communicate staff performance expectations, improvements and skills development
- Review and revise departmental processes to ensure updated and effective service delivery
- Coordinate the recruitment and selection of candidates during hiring processes based on the human resources policies and procedures of WTSS

- Liaise with IT to ensure the effective operation business processes
- Act as agency's Privacy Officer to monitor operations for security and privacy compliance
- Provide program operations solutions regarding complaints, incidents and service processes issues from client, staff, volunteer or other stakeholders
- Represent agency with community partners including TCLHIN, MOHLTC, VHA, CCAC OCSA, as appropriate
- Oversee the effective referral relationships across community continuum of care, agencies, government institutions, and other service providers
- Interact effectively with staff, clients, volunteers and external professionals at the level required by the organization
- Lead the agency's accreditation process to demonstrate continued conformance to standards
- Perform other duties as assigned by the CEO

Qualifications & Skills:

- Bachelor's Degree in Public Health, Business Administration, or Human Resources, and 4 years or more of administrative or human resources experience are required. A Master of Business Administration (MBA), Business Management (MBM) or Health Administration (MHA) is preferred.
- Experience with social enterprise is desirable.
- Knowledge of quality improvement systems and business process evaluation.
- Ability to build relationships with clients, staff and volunteers in a multicultural and diverse environment
- Advanced level of proficiency in MS Office, database systems, internet, and research
- Excellent interpersonal and decision-making skills are essential
- Ability to work well independently as well as part of a collaborative, cross-departmental team
- Ability to organize, manage and prioritize work in an efficient manner to meet deadlines
- Able to work flexible hours as required
- Ability to support and work co-operatively with all team members to achieve the goals and objectives of the agency
- Ability to resolve problems and concerns of staff, volunteers, clients, and caregivers that may affect the operations of the agency
- Previous experience working with seniors and adults with physical and cognitive disabilities in a community setting is highly desirable
- A valid driver's 'G' license is desirable.

Interested candidates must send their resume and cover letter by December 4, 2018, to the attention of the Hiring Committee at hr@wtss.org

Only applicants selected for interviews will be contacted. **No phone calls, please.**

West Toronto Support Services encourages applications from candidates whose background is diverse in terms of culture, race, language, religion, class, and gender/sexual orientation.

