

**INTERNAL/EXTERNAL JOB POSTING**  
**Manager of Operations and Human Resources**  
**(Full-time one-year contract position)**

**Wednesday August 15, 2019**

West Toronto Support Services (WTSS) is a community-based not-for-profit organization committed to providing valuable, quality assistance and caring support to seniors and adults with disabilities, to enable them to live at home independently and with dignity. Services and programs include transportation, home help, meals-on-wheels, case management, supportive housing, respite care, home maintenance services, wellness and adult day programs.

**Job Requirements**

The **Manager of Operations and Human Resources** leads and directs the efficient and effective operations and maintenance of agency sites and assets, the core objective being to maximize the use of limited resources while operating within the financial constraints of the agency. The position also ensures that the agency's infrastructure supports all business and administrative functions while adhering to sectoral established best practices, policies and procedures.

**Responsibilities:**

- Prepare, update and recommend human resources (HR) policies and procedures
- Coordinate the recruitment and selection of candidates based on West Toronto Support Services HR hiring process' and orientation sessions for new hires
- Develop and update job requirements and descriptions for job posting adhering to ESA, FIPPA, Human Rights Code and Health and Safety Standards (all legislation)
- Organize and schedule training sessions for staff and recommend process improvement in collaboration with Senior Management
- Maintain staff files; update and maintain statistical data including service delivery, and attendance records
- Coordinate performance appraisals; assist with the development and operationalization of program evaluations/ improvements performance indicators, utilization targets and quality and outcome measurements
- Participate in the Quality Improvement Committee and lead the agency's quality improvement initiatives
- Actively support the Lead of the agency's Accreditation process to ensure adherence to the highest standard of continued conformance
- Develop and implement annual client and staff satisfaction surveys while using an anti-oppression ethical decision making framework as adopted by the agency
- Support the development of annual program plans related to operations and accurately monitor expense invoices while adhering to budget approved
- Liaise with IT to ensure the effective operation of programs/services and provide solutions for complaints or service related issues for all stakeholders

- Oversee the effective referral relationships across community continuum of care, cross/inter sectoral agencies, and government institutions
- Assist in the development of agency funding application
- Oversee all operations, facilities maintenance, key-fob and security audits
- Perform other duties as assigned by the CEO or their designate

**Qualifications and Skills as follows:**

- Post-Secondary education in Public Health, Business Administration and Human Resources plus four years or more of administrative or human resources experience is essential
- Applied, higher than standard knowledge of quality improvement systems and business process evaluation
- Knowledge of quality improvement principles and mechanisms
- Demonstrated experience with the Accreditation process
- Ability to build rapport and sustain positive relationships with clients, staff and volunteers in a multi-cultural diverse environment with an understanding of equity, is essential
- Advanced level of proficiency in MS Office, database systems internet and research
- Excellent interpersonal and decision - making skills
- Ability to work well independently as well as part of collaborative, cross- departmental team
- Able to work flexible hours, as required
- Ability to organize, manage and prioritize work in an efficient manner and meet deadlines
- Ability to support and work co-operatively with all team members and achieve the goals and objectives of the agency
- Previous experience working with seniors and adults with physical and cognitive disabilities in a community setting
- A valid driver's G license

**Work Conditions**

- Primarily working in an office environment, sometimes travelling, off-site duties
- Use of various office equipment and prolonged exposure to computer keyboards and screens
- Exposure to potentially hazardous client's home or work environment/situation
- (e.g. infestation, hoarding, etc.)

**Please submit your resume and cover letter to: by 9:00 am Tuesday, August 27, 2019 and classify yourself as an INTERNAL or EXTERNAL candidate in the subject line.**