



INTERNAL and EXTERNAL JOB POSTING: DIRECTOR OF SUPPORT SERVICES

POSTING DATE: Wednesday, August 19, 2020
CLOSING DATE: Monday, September 28, 2020
STATUS: Permanent, Full-Time Management Position (37.5 hours per week)
Salary commensurate with relevant experience

**** ACT offers a competitive salary and a comprehensive benefits package that includes extended health, dental, vision, term life insurance, professional development fund and a pension plan.*

JOB DESCRIPTION

This role is responsible for supporting the staff and programming in ACT's Support Services department. Reporting to the Executive Director, this position ensures that Support Service programs operate effectively and efficiently in keeping with operational planning goals, while motivating staff to meet service user needs. ACT's Support Services include programming that is tailored to meet the diverse and evolving needs of people living with HIV/AIDS, those affected by HIV/AIDS and ACT's priority populations who are at increased risk for HIV. Current Support Services include intake and assessment, volunteer management, counselling, support groups, social support programs and an employment program. Specific duties and responsibilities will also include, but are not limited to the following and may be subject to change:

RESPONSIBILITIES

Program Management and Development

- Manage the activities of staff in the Support Services area.
- Maintain program policies, procedures, standards and guidelines to ensure programs and services are effective and sound.
- Create an environment among staff team(s) that promotes trust, open communication, creative and analytical thinking and a cohesive team effort.
- Ensure staff and teams work effectively and efficiently towards meeting annual operational planning goals and overall strategic planning goals.

- Work with the Management Team to identify evaluation cycle for programs and services.
- Initiate new program development using a community development model that engages staff and service users in the process.
- Provide program reports to the Executive Director as required.
- Work with teams to develop annual team and/or individual work plans.

Staff Management

- Manage all staffing and staff development processes including conducting hiring processes, assigning work responsibilities, providing orientation, training and ongoing coaching and support, identifying staff training needs, implementing training (when relevant), and evaluating job performance.
- Communicate information, resolve issues and respond to the concerns of staff and volunteers in area of responsibility.
- Complete time-sensitive tasks on behalf of staff in area of responsibility when the appropriate staff member is unavailable
- Provide supervision and support to staff on a regular basis in accordance with ACT's policies and procedures.
- Adhere to ACT's Personnel Policies, Collective Agreement and Human Rights and other legislation.

Organizational Strengthening and Development

- Actively participate in Management discussions aimed at strengthening ACT's programs and services, expanding participation in programming and expanding funding opportunities.
- Participate in the development and implementation of agency quality assurance and risk management processes, as they relate to Support Service programming.
- Participate in the development of agency/departmental change management processes or strategic planning.
- Develop and manage relationships with various institutions, funders, agencies and community partners to further enhance and develop Support Service programming.
- Participate on external networks, committees and coalitions that support ACT's strategic plan.
- Generate new programming ideas, identify emerging issues, and develop programmatic responses.

Finance and Administration

- Ensure departmental budgets are prepared (annually) and keep within the budget parameters set by Executive Director.
- Ensure program monitoring is completed, including tracking data, statistical analysis of data, and submission to funding partners as required.

- Coordinate and/or write program reports for the Board, funders and other bodies as required.
- Provide back-up to other members of the Management Team as required.

Other

- Participate in research activities and on research teams that support ACT 's strategic plan and/or program development.
- Responds to and utilizes de-escalation skills when engaging with service users who are experiencing distress or are in crisis
- Provide leadership and direction for internal staff committees and working groups.
- Ensure volunteer and service user complaints processes are followed and issues resolved.
- Other duties as assigned by the Executive Director.

Qualifications

- Post secondary degree in social services/social work and a minimum 3 years of professional experience in program management, social service work, counselling, management, administration, or related fields.
- Demonstrated in depth understanding of HIV/AIDS, mental health, substance use and sexual health.
- Extensive knowledge of case management, counselling modalities, social determinants of health and client services.
- Knowledge of standards of practice as it relates to the College of Social Workers and Social Service Workers (OCSWSSW), the College of Registered Psychotherapists of Ontario (CRPO) or other applicable governing bodies.
- Well-developed, analytical decision-making, problem solving and organizational skills.
- Ability to work effectively and creatively in diverse and varied environments.
- Demonstrated ability to coach, mentor and supervise staff and/or volunteers.
- Strong communication skills (verbal and written) and ability to exercise tact, diplomacy and respect when communicating to ACT stakeholders and external contacts.
- Ability to be self-directed and work independently while dealing with multiple and changing priorities.
- Strong ability to measure, manage and operationalize strategic planning goals and to lead staff activity through team/individual workplans.
- Experience with Microsoft Office programs (MS Excel, MS Word and MS Power Point) required.
- Experience working within a unionized environment is an asset.

APPLICATION PROCESS

Please forward a current resume, with a covering letter detailing how your qualifications match this opportunity and an outline of your salary expectations to the following:

Careers

AIDS Committee of Toronto
543 Yonge Street, 4th Floor, Toronto, ON M4Y 1Y5
Email: jmaxwell@actoronto.org

Please visit our website for more information: www.actoronto.org.

We thank all candidates for their interest in the work of ACT; but only candidates selected for an interview are contacted. No telephone or walk-in inquiries please. All applications are considered confidential.

ACT is committed to and adheres to the principles of the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA), Employment Standards, the Pay Equity Act, the Occupational Health and Safety Act and all other applicable legislation. We are committed to integration and to removing barriers to accessibility in the workplace. We strongly encourage applicants to apply who are living with HIV and who self-identify on the basis of any of the protected grounds under the Human Rights Code including but not limited to age, gender identity, race, ethnicity, ability/disability, or sexual orientation. ACT recognizes that equitable access to employment is an agent in social change.

The AIDS Committee of Toronto is committed to employment equity and encourages people living with HIV/AIDS, visible minorities and persons with culturally diverse backgrounds to apply and self-identify.