

Director, Services and Community Engagement, Toronto
Maternity Leave Coverage: 15 Months

ACCES Employment is a leading non-profit organization that assists jobseekers from diverse backgrounds. We deliver a range of programs at locations across the GTA and we offer online services to job seekers across Canada and pre-arrival. Serving more than 34,000 jobseekers each year, ACCES delivers customized programs that focus on connecting our clients with leading employers or starting a business in Canada. With over 30 years of experience in the employment services sector, you will be joining a successful organization with an innovative and seasoned staff team.

Reporting to the Senior Vice President, Service Excellence and Entrepreneurship, this position is responsible for ensuring service excellence in delivering ACCES Employment's programs and services. As part of the management team, this is a non-unionized position.

Duties and Responsibilities:

- Assist the Senior Vice President, Service Excellence and Entrepreneurship to develop, implement and evaluate current and new programs and initiatives
- Assume direct leadership of project teams and provide leadership to managers and teams, identifying opportunities to maximize productivity, efficiency, and effectiveness of integrated programs and services in the organization
- Lead on community outreach and partnership collaboration to increase inbound and outbound referrals and build internal service coordination capacity to effectively serve clients
- Collaborate with internal teams, including Corporate Engagement, to facilitate and lead outreach and client connections (e.g. placements, mentoring, etc.) with employer partners by project teams
- Manage the reporting of assigned program results, ensuring outcomes meet and exceed contractual obligations of funders
- Oversee contracting processes with vendors (e.g. evaluation, procurement, data management, invoicing, etc.)
- Assume a lead role in identifying and incorporating program enhancements and subsequently coordinating stakeholder engagement and follow through
- Work in collaboration with Program Administration and Quality Assurance teams, along with program managers, to establish and effectively integrate guidelines, standards, statistical and financial tracking for successful program outcomes and continuous improvement with all programs and services
- Assist in proposal development, writing, and budgeting to respond to Requests for Proposals and other funding submissions
- Support the organization in the development and maintenance of stakeholder relationships
- Other duties as assigned

Experience & Qualifications:

- University Degree in a relevant field
- Minimum 8 years related work experience; prior management experience
- Proven success in the area of program implementation
- In-depth understanding of strategic priorities specific to municipally, provincially and federally funded employment programs for job seekers, including new Canadians, refugees, women and youth
- Demonstrated success in fostering collaboration and developing highly engaged teams
- Excellent interpersonal skills and demonstrated ability to build and maintain good working relationships with all levels in the organization and with employers, community partners, funders and service providers
- Ability to handle the privacy of confidential information and use sound judgment in protecting proprietary and/or confidential information related to business activities
- Exceptional planning, organization and problem solving skills; must be pro-active, and have a sense of urgency
- Experience in proposal development, writing, budgeting and responding to funding submissions
- Proven strength in human resources areas such as performance management, team leadership, and staff coaching/mentoring, etc.
- Previous experience working in the not for profit sector and working with a diverse community is an asset
- Ability to travel between ACCES locations or as required
- Flexibility to work occasional evenings and weekends

Skills and Competencies:

- Results orientation and customer focus
- Team player who demonstrates adaptability and flexibility
- Creativity, Innovation and the ability to take initiative
- Ability to navigate and manage change
- Ability to prioritize, strong time management skills; able to respond to time sensitive issues and frequently changing priorities while meeting competing deadlines
- Excellent English verbal and written communication skills
- Proficient working in an MS Office environment
- Experience with online services delivery is an asset

Job Application Instructions

Interested and qualified candidates are invited to send an updated resume and cover letter, outlining your experience and qualifications as it relates to this opportunity, no later than:

DATE: June 10, 2019

Please send by email to the attention of:

ACCES Employment Hiring Committee:

hr@acesemployment.ca

(Please note, we will be reviewing resumes as they are submitted)

Candidates may be requested to complete a screening video interview using Spark Hire

ACCES Employment is an equal opportunity employer. We thank all applicants for their interest; however only those selected for an interview will be contacted.

ACCES is strongly committed to fostering diversity within our community. We welcome those who would contribute to the further diversification of our staff including, but not limited to, women, visible minorities, aboriginal people, persons with disabilities and persons of any sexual orientation or gender identity.

ACCES Employment is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our HR representative or hiring manager of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.