

Director of Services, Toronto

ACCES Employment is a leader in connecting employers with qualified employees from diverse backgrounds. 25,000+ job seekers are served annually at five locations across the Greater Toronto Area and through our online services. As a not-for-profit corporation, **ACCES** receives funding from all levels of government, corporate sponsors, various supporters and the United Way Toronto.

We are looking for an experienced leader who thrives in a flexible and innovative environment. ACCES offers an excellent benefits package, a RRSP matching program, and an Employee & Family Assistance Program.

Reporting to the Vice President, Services and Organizational Development, 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 Vice President, Services and Organizational Development to develop, implement and evaluate new programs and initiatives
- Assist the Vice President, Services and Organizational Development to further develop and implement the delivery of programs and services at ACCES Employment
- Manage the reporting of assigned program results, ensuring outcomes meet and exceed funder contractual obligations
- Assume direct leadership of project teams as assigned, and provide programmatic leadership to managers and teams, identifying opportunities to maximize productivity, efficiency, and effectiveness of integrated programs and services in the organization
- Lead the development and implementation of continuous improvement activities overall, and specifically those identified through project Advisory Committees
- Work in collaboration with the Program Administration and Quality Assurance teams and program/project managers to establish consistent guidelines, standards, statistical and financial tracking for successful project outcomes and effective integration across all programs and services
- 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 provincially and federally funded employment programs for New Canadians
- 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
- Experience in proposal development, writing, budgeting, and responding to funding Requests for Proposals, and other funding submissions
- Exceptional planning, organization and problem solving skills; must be pro-active, and have a sense of urgency
- 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
- Customer focus
- Team player
- Adaptability and flexibility
- Creativity and Innovation
- Ability to take initiative
- Strong communication skills
- Collaborative decision making
- Ability to navigate and manage change
- Ability to prioritize, strong time management skills and flexibility to respond to time sensitive issues and frequently changing priorities while meeting competing deadlines
- Excellent English verbal and written communication skills
- Highly proficient working in an MS Office environment
- Experience in online services delivery is an asset

Interested persons should send their resume with a covering letter to:

ACCES Employment Hiring Committee

By Email: hr@acesemployment.ca

Please Note: This position will be posted until it is filled. We will be reviewing resumes as they are submitted.

ACCES Employment is an equal opportunity employer. We thank all applicants for their interest; however only those selected for an interview will be contacted. Candidates may be requested to complete a screening video interview using Spark Hire.

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.