



EXTERNAL JOB OPPORTUNITY ***Director of Services -HYBRID***

About Yellow Brick House

Yellow Brick House is a leading provider of life-saving services to women, families and children who have experienced violence and abuse. We offer emergency shelter, individual, group and child counselling, legal support services, transitional housing support, and public education programs.

PROFILE:

Reporting to the CEO, the Director, Direct Services oversees the daily operations of the Shelter, Community Counselling and Supportive services including individual counselling for women and children, group support for women and children, Public Education, Family Court Support Program, Transitional housing support program, Immigration coordination, Quality and Risk programs and volunteer program (collectively Direct Services); their managers; and direct service teams of unionized and non-unionized employees.

Within these programs, this position will be responsible for organizational program and service development, budget and financials monitoring of program development, human resources plan for programs and services, and liaising with leadership. The Director, Direct Services ensures strategic, effective, and consistent service delivery across all programs under their horizon to synergize cross-program work and best meet the needs of the community.

RESPONSIBILITIES:

The major responsibilities of this position include, but are not limited to:

Strategic Management

- Support the management team and CEO to build and articulate the organization's strategic framework.
- Provide strategic planning, implementation management, and ongoing evaluation of the Shelters, Outreach Counselling and Support Services, Public Education and Quality and Risk programs.
- Foster high level engagement with the community, volunteers, and staff; demonstrating outcomes through qualitative and quantitative data.
- Maintain strong and effective relations with existing community partners and develop new community partners by adopting a collaborative, inclusive, respectful, and transparent approach.
- Advise CEO on critical program, services and/or volunteer issues.

- Commit to creating a diverse, equitable and inclusive culture that promotes a sense of belonging.
- Support in house committees in successful continuous improvement initiatives.
- Ensure KPIs are being met, describe variances and where there is room for improvement, action plans are developed.
- Active participation and presentations as necessary to external community partnership tables with a focus on sharing and implementing best in class practices and solutions.

Program Management

- Work with the management team to establish program direction for Yellow Brick House; ensure adherence to the organization's overall service delivery.
- Plan the overall programs, integrate discrete project plans at a program level, monitor progress, and manage performance against it, using standard KPI's
- Work with the management team to roll-out program delivery models and implement any recommended changes.
- Develop, monitor, and manage program budgets, grants, and reporting requirements.
- Drive daily operations throughout the program management life cycle.
- Manage the programs budget annual plans and staffing levels for the Direct Services team.
- Ensure effective and compliant use of program funds, including grant and contract funds.
- Respond to the trends in the field of programs, service and volunteer engagement.
- Operationalize resource workstreams by continually prioritizing, delegating, and scheduling work plans.
- Provide support to the Fund Development team for identification and prioritization of program funding needs while setting clear expectations and acceptance criteria (for example, KPIs) for the program benefits in order to achieve and maintain alignment to the program objectives while supporting seeking funding opportunities.
- Work collaboratively with diverse groups to build constructive and trusting partnerships within the programs, across the organization and with external partners to move initiatives forward.
- Develop and present material using strong written, verbal, and graphical communication skills with the ability and requirements.
- Assist in resolution of client complaints as necessary.

Organizational Management

- Manage Direct Services staff, including allocation of staff resources, prioritizing of staff workloads and performance management,
- Create, maintain, and oversee systems and processes to ensure effective management of the daily operations of the Shelter, Outreach Counselling and Supportive services that include Family court Support program, immigration coordination, Transitional housing Worker support program, individual counselling for

women and children, group support for women and children, public education, Quality and Risk programs and Volunteer program.

- Ensure Direct Services employees, volunteers, and practicum students are appropriately onboarded, trained, and aligned with Yellow Brick House's mission, values, policies, and procedures.
 - Provide leadership to program teams to ensure program and individual outcomes are developed, implemented, and achieved.
 - Work with the HR to identify capacities needed (skillsets and competencies) to achieve programmatic and organizational goals within the Shelters, Outreach Counselling and Support Services, Public Education and Quality and Risk programs.
 - Provide guidance to Direct Services managers and supervisors to ensure appropriate interactions with participants (trauma-informed, participant-centered, culturally appropriate, etc.).
 - Ensure success of the volunteer program.
 - Oversee and monitor staff performance in the Shelters, Outreach Counselling and Support Services, Public Education and Quality and Risk programs.
 - Work with Direct Services managers and supervisors to oversee and ensure adherence to program purpose, policies, and procedures.
 - Ensure succession planning and development of the Direct Services team.
 - Develop and implement program-specific training activities and initiatives to support Direct Services employees' growth and success at Yellow Brick House.
- Acts as a Backup for CEO for short term absences.

Quality and Risk

- Operationalize strong program governance (controls) and oversight of overall programs.
- Anticipate, quantify, and manage tactical, operational, and strategic risks.
- Ensure that effective risk management activities are developed, implemented, and evaluated.
- Identify issues at their onset and resolve internally through open and honest dialogue, or leverage governance bodies as required.
- Quickly and thoroughly gather, distill, integrate, and synthesize complex and nuanced information to expedite collective decisions.
- Initiate continuous quality improvements with recommendations.
- Other duties as required

HEALTH AND SAFETY RESPONSIBILITIES:

- Follows and implements the duties include those specified under the Occupational Health & Safety Act, Sec. 25 –duties of the employer, Sec. 26 –additional duties of the employer, Sec 27- duties of a supervisor, Sec. 28 – duties of a worker.
- Seeks out and corrects unsafe acts and hazardous conditions, ensuring all safety and non-safety plant rules and regulations are followed.
- Ensures adherence to established quality, safety, and housekeeping standards.
- Reviews and adheres to all health and safety, environmental, and quality standards, policies and procedures.

- Responds immediately to items brought to attention with respect to hazards, defects, incidents or non-compliance issues.
- Communicate responsibilities and authorities relevant to the EHS management system to workers.
- Understands and upholds the principals of Bill 132 and Bill 168 which prohibit domestic violence, workplace violence, sexual harassment, and workplace harassment.
- Attends Environmental, Health and Safety training and promote continual improvement.

PERFORMANCE MEASURES:

- Budget Attainment
- Team Development
- Program Growth Year over Year
- Successful Program Launches
- Service Volume Target Attainment
- Public Education Growth
- Client Satisfaction
- Employee Satisfaction
- Policy Compliance
- Safety Compliance
- Risk Management

QUALIFICATIONS & SKILLS:

- Bachelor's Degree or equivalent in a relevant field such as Public or Business Administration
- 5-7 years of recent related experience leading programs and service delivery for a non or profit entity is required.
- Experience working in the nonprofit sector (VAW is desirable) and interacting with volunteers and diverse boards.
- Experience leading in a unionized environment is an asset.
- Experience across multiple sectors, including nonprofit, public and corporate environments.
- Experience in developing partnerships, building teams and conflict management.
- Sound Knowledge of CARF and Accreditation

CORE COMPETENCIES:

- Analytical
- Problem Solving
- Decision Making
- Time Management
- Attention to Detail
- Interpersonal
- Communication
- Presentation Skills

- Project Management
- Leadership
 - Advocate
 - Negotiation
 - Strategic Management
 - Positive Change Agent
 - Conflict Management
 - Collaboration internal/external

WORKING CONDITIONS:

- Works in a comfortable environment either inside or outside in typically pleasant conditions. Typical conditions are such that some risk of any injury or harmful effect is possible.
- There is regularly a need to meet after or before normal business hours.
- Must be able to sit for extended periods of time.

Yellow Brick House would like to thank all applicants for their interests; however only those selected for an interview will be contacted.

Yellow Brick House is an equal opportunity employer, and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact the Human Resources Department for assistance.

Please be advised that in order to be eligible for employment at Yellow Brick House, all new hires must have received the full series of a COVID-19 vaccine or combination of COVID-19 vaccines approved by Health Canada (e.g., two doses of a two-dose vaccine series, or one dose of a single-dose vaccine series); AND have received the final dose of the COVID-19 vaccine at least 14 days prior to the hired employee's first date of employment. Medical exemptions or any other kind of requested exemption based upon the Yellow Brick House's obligations pursuant to the Ontario Human Rights Code will be considered on a case-by-case basis.

Please submit your resume to jobs@yellowbrickhouse.org