

Director, Employment Services - Online Services Delivery

ACCES Employment is a leader in connecting employers with qualified employees from diverse backgrounds. More than 20,000 job seekers are served annually at five locations across the Greater Toronto Area. 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.

This is an exceptional career opportunity for someone with experience in developing and implementing online services, combined with demonstrated leadership and communication skills. The Director of Online Services Delivery will be responsible for supporting the successful implementation of ACCES' virtual service delivery model. As part of the management team, this is a non-unionized position.

Key Responsibilities:

- Work closely with the VP, Service and Business Development to create and implement a comprehensive Online Service Delivery work plan.
- Review and consider established targets and deliverables and ensure that planned activities support the achievement of those deliverables.
- Work collaboratively with Directors and VP's to ensure that everyone's input and perspective is considered and included in the planning and implementation on our online services activities
- Work with Managers and staff across the organization to lead and support the delivery of online services , including webinars, online learning modules
- Work with IT Department and other ACCES staff supporting digital services to ensure that online services plan aligns with IT systems and technology
- Ensure that all online services align with ACCES policies and priorities in areas such as privacy, intellectual property, use of IT systems
- Participate in the regular online services implementation meetings and take ownership of the action items to ensure timely execution of training and other activities
- Take into account ACCES Service Delivery Standards, Customer Service Standards, Privacy and other related policy to ensure a consistent and positive customer service experience
- Ensure that existing service standards and processes are consistently applied to online services
- Work with the ACCES team to define key performance indicators and reporting requirements
- Other duties as assigned.

Qualifications and Experience:

An organized self-starter with experience and/or education in the following areas:

- A university degree and 5 years of experience in Human Services, including supervision and program or project management.
- Experience with developing and implementing online services
- Understanding of labour market challenges and barriers, particularly as they relate to internationally trained professionals

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- Demonstrated experience as a professional who is results oriented, customer focused, team player, adaptable, innovative, takes initiative, is an open and effective communicator and values diversity
- Demonstrated leadership experience as an open communicator, collaborative decision maker, creative and innovative thinker, and agile and flexible champion of change
- Excellent English verbal and written communication skills
- Demonstrated experience in case and file management.
- Excellent interpersonal and self-management skills to work effectively with clients, co-workers, outside agencies and employers representing ACCES
- Ability to prioritize, strong time management skills and flexible to respond to time sensitive issues and frequently changing priorities while meeting competing deadlines
- Exceptional planning, organization and problem solving skills; must be pro-active, and have a sense of urgency
- Proven ability to coach and lead others with a strong aptitude to instill trust and establish rapport
- Experience and highly proficient working in an MS Office environment
- Previous experience in the not-for-profit sector and working in a diverse community is an asset
- Ability to travel between project/program delivery locations and/or partner and employer organizations, or as needed.
- Flexibility to work occasional evenings and weekends
- Experience working with a diverse community

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.



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