

Director of Services and Community Engagement

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 32,000 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.

We are looking for people who thrive in a flexible and fast-paced environment. ACCES offers an excellent benefits package, a RRSP matching program, and an Employee & Family Assistance Program.

Reporting to the Vice President, Services and Business 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 Business Development to develop, implement and evaluate new programs and initiatives
- Work in collaboration with the Senior Director of Services and Program Administration to support east region service delivery (including Scarborough, North York and York Region)
- Lead on community outreach and partnership collaboration with new initiatives launched in York Region and provide similar support to Scarborough and North York sites
- Manage the reporting of assigned program results, ensuring outcomes meet and exceed contractual obligations of funders
- Assist in proposal development, writing, budgeting, and responding to funding Requests for Proposals, and other funding submissions
- 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
- Collaborate with Program Administration and Quality Assurance teams along with program managers to establish guidelines, standards, statistical and financial tracking for successful project outcomes and effective integration with all programs and services
- 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

Job Posting

- 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
- 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

**Interested persons should send their resume with a covering letter on or before
February 23, 2018.**

Please send by email to the attention of:

ACCES Employment Hiring Committee: hr@acesemployment.ca

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

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 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.