



Inspire - Community Support Services is a non-profit, multi-service community-based agency. The agency is currently looking to fill a full-time Director of Programs and Services position to lead the strategic integration of and on-going operations of all Inspire's client-facing programs and services. This position will work out of our main office in Cornwall and travel may be required.

Position Title: **DIRECTOR OF PROGRAMS AND SERVICES (FLS DESIGNATED POSITION)**

Reporting Relationship: Reports to the Executive Director

Role accountabilities:

- Strategy, Planning and Reporting – provides input to the agency-wide strategic plan and leads oversight for each department's operational plan.
- People Leadership – responsible for leading and developing a team of Managers.
- Financial Management – leads the development of an integrated divisional budget and tracks operational budgets ensuring adaptation with on-going and unexpected challenges.
- Stakeholder Relationship – chairs and participates on committees and working groups (local, regional, and provincial), provides input and advice, and undertakes research and information gathering to inform decisions.
- Operations – provides leadership on Inspire's most complex challenges whether related to clients, stakeholders or funders.
- Risk Management and Compliance – ensures that systems are in place to identify and manage risks by ensuring compliance with applicable legislation, regulations, contracts, and policies and procedures.
- Communication – leads Inspire's strategic partnerships and external relationship management including the development of an annual stakeholder engagement strategy. Leads Managers to resolve specific operational challenges where differences of opinion are possible, and skills related to consensus building, persuasion, influence, compromise, and political acumen are required.
- Impact – responsible for the core programs and services within Inspire.

Position Requirements:

- Completion of undergraduate university degree in social work, psychology, health sciences or business administration.
- Greater than 5 years previous work experience in progressive leadership roles in community and social services program development and delivery, ideally in the developmental services sector.
- Must be fluently bilingual (oral and written). FLS testing will be required prior to job offer.
- Knowledge of strategic management and leadership concept practices, including program/service delivery models, policy development, planning, budgeting, performance measurement management and human resources.



Position Requirements (cont'd):

- Knowledge of broad range of social service and community programs and services to support leading integration and partnerships.
- Knowledge of developmental disabilities and complex special needs.
- Knowledge of relevant governing legislation collective agreements, policies, and procedures.
- Knowledge of office productivity software and databases, and technology devices.

Employment and Working Conditions:

- Works primarily in an office environment.
- Police Reference Check for the Vulnerable Sector required.
- Valid Ontario Driver's License and reliable transportation.
- 35 hours per work week.
- Competitive compensation and benefits package.
- Competitive vacation time and leave time.

All interested parties are invited to submit their resume and cover letter to the attention of Lisa Waldroff, Director of Finance, Human Resources & Administration, via email at lwaldroff@inspire-sdg.ca no later than **12:00 PM on Friday, November 26, 2021**.

Inspire Community Support Services is committed to Employment Equity. We welcome diversity in the workplace and encourage applications from all qualified individuals including members of visible minorities, aboriginal persons, and persons with disabilities. We comply with the AODA (Accessibility for Ontarians with Disabilities Act) and will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities. Applicants need to make their accommodation needs known when contacted.

We thank all applicants for their interest, however, only those under consideration will be contacted.