



Employment Opportunity - Ontario Division

Job Title:	Director of Client Service	Competition #:	
Department:		Status/Position Type:	Full Time
Compensation:		Unionized:	
Ministry Unit:	Toronto Harbour Light Ministries	Date posted:	June 19 th 2024
Address:	160 Jarvis St Toronto, ON	Posting Expires:	June 25 th or until filled 2024

APPLICATIONS ACCEPTED BY:

Email: Resumes@harbourlight.org
Attention:
 Please, no phone calls.
 Send Resume and Cover Letter, Quoting “Director of Client Services”

MISSION, VISION AND VALUES:

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

Mission Statement
 The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Vision Statement
 We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

Core Values:
Hope: We give hope through the power of the gospel of Jesus Christ.
Service: We reach out to support others without discrimination.
Dignity: We respect and value each other, recognizing everyone’s worth.
Stewardship: We responsibly manage the resources entrusted to us.

TERMS AND CONDITIONS:

POSITION PURPOSE SUMMARY: Reporting to the Assistant Executive Director, the Director of Client Services is a passionate and supportive leader that brings out the best in our treatment and housing teams, demonstrating a strong sense of integrity and professional ethics and a balanced sense of fairness and flexibility. This role is responsible for leading our program management team to provide excellent holistic care to all of our clients, ensuring the delivery of high quality, evidence- based services, embracing continuous quality improvement. Services include, live-in and community addiction/concurrent disorders treatment, Correctional Services Canada partnership, supportive and transitional housing, shelter outreach and counselling across 5 sites. Our services will be delivered in keeping with the Salvation Army’s and Toronto Harbour Light Ministries’ vision and mission, and will meet or exceed the expectations of our funders and stakeholders. This position is part of and works collaboratively with the senior leadership team.

ACCOUNTABILITIES:

- 1. Ensuring Clinical Excellence**
 - Maintain all clinical performance indicators at or above expectations
 - Collaborate with program coordinators to ensure consistency in service delivery
 - Develop strategies and action plans to address performance issues and service delivery variances
 - Provide leadership to and work collaboratively to address client complaints and implement critical incident processes
- 2. Leading and Managing**
 - Create an environment that draws and retains high-performing staff
 - Work with organizational Human Relations to recruit, train, supervise and provide performance management and develop opportunities for leaders in clinical programs
 - Provide clinical supervision
 - Ensure accreditation standards are understood and met in clinical service areas
- 3. Develop and Foster Partnerships**
 - Represent Toronto Harbour Light Ministries at system tables and funder committees
 - Foster and maintain community partnerships
 - Provide consultation on Addictions and Mental Health to other Salvation Army units, as requested
 - Liaison with community colleges and universities for student placements
- 4. Manage Program Budgets**
 - Collaborate with Finance leadership and senior leadership to ensure budgets are prepared according to need and budgetary limits
 - Work with program local leadership to manage budgets and foster financial accountability
 - Explore additional funding opportunities
- 5. Written and Verbal Communication**





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- Provide meeting facilitation, prepare reports and presentations, maintain HR/supervision documentation
- Provide strong interpersonal, conflict resolution and creative problem-solving skills
- Assist with the development and implementation of written policies and procedures
- Provide written and verbal information to contribute to agency reporting accountabilities
- Provide written monthly reports on each program's progress/developments
- Ensure website and social media presence is current and relevant

6. Governance Boards and Councils

Internal:

- Senior Management Committee
- Staff
- DHQ
- THQ

External:

- Clients
- Funders
- Partners

7. Supervision

- Supervises program coordinators and support services managers (8 direct reports) in each of the 5 program sites (Harbour Light Toronto, Homestead Toronto, Homestead Scarborough, Kingston Harbour Light, Hope Acres, Harbour Light Transitional Housing)
- Conduct quarterly and annual performance reviews

8. Hours of Work and Location

- This position is 40 hours per week, Monday to Friday with ½ hour unpaid lunch and evening/weekend on-call responsibilities on a rotating basis
- The position location will primarily be in the Toronto downtown locations, with approximately 20% of time spent in locations outside of Toronto, requiring travel and overnight stays

The above responsibilities must be performed in keeping with The Salvation Army's Mission, Vision and Values, in a professional manner, upholding our code of conduct.

Education, Qualifications and Certifications:

- A Master's level Related Degree – or equivalent combination of education and experience
- Member of Professional College (i.e. CRPO, OCSWSSW)
- Clinical Supervision Certification

Experience and Skilled Knowledge Requirements:

- Minimum 5 years' experience working in the Addictions/Concurrent Disorders field in a leadership role, with a strong preference towards providing bio-psycho-social-spiritual live-in addictions treatment and housing programs
- Extensive staff supervision experience in a social services/health related field
- Advanced knowledge and experience in Trauma informed Practices
- Experience with serving corrections- involved clients an asset
- Education/Experience in culturally safe/gender diverse/anti-oppressive services
- Management/Leadership training
- Certification in evidence-based modalities (e.g. CBT, DBT) strongly preferred
- Computer literate in a variety of programs and electronic software
- Leadership experience in a unionized environment an asset

Other Essential Requirements

- Protected B Clearance
- Ability to acquire NVC1 and First Aid/CPR
- Must be able to travel to various sites outside of the GTA, including rural location without public transportation access

The Salvation Army offers accommodation for applicants with disabilities in its recruitment process. If you are contacted to participate in an interview or screening process, please advise us if you require accommodation.

We thank all applicants, however, only those candidates to be interviewed will be contacted.

You must advise your managing supervisor of your intentions prior to submitting your application.

