

Employment Opportunity

Director, Client Services

Permanent Fulltime, (35 hours per week)

Flexible work hours may include some evenings and weekends

North York Seniors Centre provides programs and services to promote the physical, emotional and social well-being of adults 55+ living in our diverse community.

As a member of NYSC's Leadership Team, this position will oversee the functions of NYSC's **A Day Away Club** (adult day program), **Outreach Services** (case coordination, caregiver support) and **Transportation Services**. This position reports to the Executive Director.

Key Responsibilities:

- Supervise direct subordinates to perform duties and meet departmental performance targets and goals
- Focus on program development and flexibility to meet changing client needs and environmental pressures
- Support innovative use of volunteer to enhance service delivery
- Participate in development and adhere to annual budget , performance targets and goals
- Develop and implement policies, practices and procedures to ensure person centred services
- Participate in continuous quality improvement processes and assist team with research and development of best practices
- Promote and maintain a high standard of customer service that is client focused
- Facilitate and maintain connections in the community to assist in development of the organization and enhance partnerships. Represent the organization on external committees and partnership ventures
- Facilitate the work of internal committees including ethics committee, accessibility committee,
- Adhere to all health and safety programs to support a positive work environment for Team members and clients

Qualifications/ Skills:

Education:

- University degree/College diploma in social work or registered practical Nursing
- Minimum five years related experience in Team supervision and direct services delivery to clients
- Knowledge of seniors issues and delivery of programs and services in a community setting
- Applied computer skills in MS Office and Gold Care database
- Experienced with interRAI-CHA/HC assessment tools and IAR
- Education in quality improvement concepts, such as Lean, an asset

Other:

- Own vehicle with valid driver's license required
- Good physical condition to support client's mobility and lift up to 30 lbs.
- Current First Aid and CPR certification
- Current vulnerable sector screening check completed within last 6 months
- Must be able to communicate clearly both written and verbally in English, second language is an asset

Posted until March 15, 2019. Please submit your resume to:

Mail North York Seniors Centre,
Attn: Human Resources Department
21 Hendon Avenue, Toronto, ON M2M 4G8

Fax: 416 733.1858

E Mail: hiring@nyseniors.org

No phone calls, please.

North York Seniors Centre is an equal opportunity employer. Thank you to all who express interest in this position. Only those candidates selected for an interview will be contacted.

North York Seniors Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). Applicants need to make their request for accommodation known when contacted.

Posting Date: February 14, 2019