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| Position Title: | Director of Community Services | Competition #: | 23/20 |
| Ministry Unit: | Ottawa Booth Centre | Position Type: | Full time position |
| Salary: | $35.0961 per hour | Date posted: | July 7, 2020 |
| City: | Ottawa | Posting Expires: | July 20, 2020 |
| Applications Accepted By: |
| **Fax or E-mail:**(613) 241-2818 or jobs@saobc.org **Attention:** Employee Relations Department Please no phone calls. | Mail:Employee Relations Department171 George St. Ottawa, Ontario K1N 5W5 |
| Organization Description |
| 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.**Core Values**The Salvation Army Canada and Bermuda has four 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.**Position Purpose summary:** The purpose of the expectation task list is to identify and clarify what management expects from the incumbent. This task list indicates the general nature and level of work expected of the incumbent and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities. The following expectations and tasks will be part of the annual performance appraisals; merit increases will be based on the level of performance in each of the following areas. Other job related duties may be assigned by the employer.The Director of Community Services provides oversights for the development, implementation and ongoing maintenance of community support programs, including Correctional and Justice Services, Community & Family Services as well as seasonal programs such as Toy Mountain and the Kettle Campaign. This position also provides oversight to the procurement of products and donations to off-set annual operating costs of Ottawa Booth Centre. **Accountabilities:** **Program Responsibilities*** Develops programs and services in consultation with all key stakeholders, internal and external, including clients ensuring both agency and community needs are met
* Oversees the implementation of programs and services by following the approved, agreed upon guidelines set by the Salvation Army and/or funders
* Ensures all program contractual requirements and deliverables are met
* Ensures, through each responsible manager, that all client documentation is complete, accurate, up-to-date, and recorded appropriately
* Provides advice to each responsible manager on program and client issues; may become directly involved if these issues become complex
* Works collaboratively with Salvation Army Railside to secure food shipments, and in conjunction with the Coordinator of Community and Family Services ensure these shipments are used to support the needs of Ottawa Booth Center clients as well as local Salvation Army Units and community partners
* Based on budget shortfalls, and in consultation with the Executive team, develop and set yearly financial and procurement goals for the Coordinator of Program Enhancement
* Ensure yearly program/service evaluation are conducted and reviewed for all responsible programs
* Prepares any necessary funding proposals in conjunction with the Executive Director and Program/Service Coordinators
* Ensures all required reports are provided to the Executive Director’s review before submission
* Ensures accurate and up to date statistics are maintained and reviewed for all applicable programs; analyzes and interprets this data to make informed decisions/changes regrading services
* Develops, implements and ensures regular review of applicable program policies and procedures ensuring they are designed and maintained to meet the Salvation Army standards, as well as providing a framework to supporting best possible outcomes for both agency and its clients
* Develops and implements a program/service evaluation process for applicable programs for the purpose of ensuring effective services/ministry in accordance with The Salvation Army Accreditation Standards
* Represents The Salvation Army Ottawa Booth Centre by developing and maintaining contacts with other community agencies; including participation on community committees
* Participates with the rest of the Executive Team in the Salvation Army’s Accreditation process

**Administration Responsibilities*** Active member of the Executive Team of the Ottawa Booth Centre
* Participates in the planning, developing and executing of the Ottawa Booth Centre strategic plan
* Ensures all applicable programs are in compliance with The Salvation Army Operating Policies, Accreditation Standards and Review Procedures, legislative requirements and funding expectations

**Human Resources*** Provides supervision to direct reports ensuring they receive proper, regular, documented supervision, coaching, training and evaluation within their job description
* Conducts ongoing performance reviews for direct reports
* Supports the program managers in recruitment and selection process to fill any vacant positions in applicable programs, in accordance with Salvation Army polices and legislative requirements
* Supports the program manager, in consultation with the Employee Relations Director, on the implementation of progressive discipline up to and including termination, in accordance with Salvation Army policies and legislative requirements

**FINANCIAL AND MATERIALS MANAGEMENT:** * Supervises and approves all financial transactions for applicable programs
* Ensures timely and accurate financial reporting is complete and submitted to funders
* Ensures that Accounting receives information required for monthly billing and other financial transactions when necessary
* Ensure accuracy and timely approval of direct reports work hours and in Ultipro payroll system and provides oversite to direct reports for same
* Works with the Director of Finance, with input from the direct reports, on applicable program budgets; collaborates with the Executive team, led by the Director of Finance, on the preparation the annual Ottawa Booth Centre budget
* Reviews monthly financial statements and monitors budget on a regular basis for applicable programs
* Approved credit card authority
* Up to $2000 spending authority for program associated purchases

**Working Conditions:** * May be required to manage difficult situations with stakeholders and/or clients

**Experience and Skilled Knowledge Requirements:*** 1-3 years related experience managing a team in the not-for-profit sector – Food bank, corrections diversion environments and/or managing temporary projects and campaigns considered a strong asset
* 1-3 years’ experience building positive relationships with funding partners in the not-for-profit sector

**Skills and Capabilities:** * Physical ability to carry out responsibilities and able to cope effectively with stress
* Proven ability to maintain a high degree of confidentiality
* Able to coach, lead and motivate staff
* Possesses excellent written and verbal communication skills in English (bilingual an asset)
* Demonstrates organizational abilities
* Possesses a collaborative team approach with all managers and staff, creating a working climate that is positive and mutually supportiv*e*
* Must be able to provide clear financial and criminal background checks

**HOURS:** Monday to Friday 8:00am – 4:30pm*The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.* We thank all applicants, however, only those candidates to be interviewed will be contacted.***Internal* applicants must scan their resume, cover letter and internal application to patty\_rino@saobc.org***.**Internal Applicants, please advise your managing supervisor of your intentions prior to submitting your application.* |