

# JOHN HOWARD SOCIETY OF TORONTO



**JOB TITLE:** Director, Residential Services

**WORK LOCATION(S):**

**HOURS:** Permanent, Full time

**REPORTS TO:** Executive Director

## 1. Position Summary

This role demands a strong commitment to on-site mentoring and coaching a team of highly skilled Team Leads, Case Managers and Support Workers. It requires providing strategic oversight to achieve optimal outcomes for both staff and clients, fostering close collaboration with the Leadership Team on operational and strategic initiatives, and actively advancing the organization's mission, vision, beliefs, and strategic priorities through day-to-day interactions and informed decision-making.

## 2. Principal Responsibilities

### Strategy

- Proactively monitor and respond to systemic trends and emerging needs affecting the Housing Program and collaborate with senior leadership and staff to respond accordingly.
- Promote the development of more effective services through new initiatives or service improvements/enhancements.
- Champion and advance the strategic priorities of the Residential Services, including the implementation of Annual Plan activities across the program

### Program Excellence

- Ensure the quality and effectiveness of client service delivery through the regular operational review of programs and encourage and participate in research and evaluation initiatives.
- Prepare and oversee proposals, grants, new projects as required.
- Lead all operational aspects of the housing program
- Responsible for residents' reintegration and all other residential needs
- Manage any problems brought forward by staff and residents
- Work with the team to address any problems or conflicts that may arise
- Develop and maintain professional working relationships with community agencies and other service providers and community justice partners; community police, OPP, CSC, and Kingston and Toronto Parole
- Participate in Community Assessment Team for cases and accept residents based on agency criteria
- Monitor conditions of parolees and ensure all breaches are reported approximately
- Responsible for facility maintenance and ensure smooth operation of residential facility
- On call responsibilities

- Actively participate in relevant program-level staff meetings and other functions to build a strong presence within portfolio.

### **Community/Stakeholder Relations**

- Develop new strategic partnership opportunities and nurture existing ones with key stakeholders to fill program gaps and advance the service portfolio's program excellence.
- Complete partnership agreements and ensure follow-through on deliverables.
- In collaboration with staff support proactive community relationships and assist with neighborhood and community grievances/complaints in a professional and timely manner.
- As a representative of the agency and its values and beliefs, actively participate in relevant community networks, committee meetings and present at Board meetings as requested by ED.
- Participate in opportunities to speak on behalf of the Society as required/requested.

### **Funder Relations**

- Overall responsibility for funder contracts within portfolio, and ensuring all elements (targets, deliverables, budget, reporting) are executed properly and on time, including collaboration with finance department for financial reporting.
- Working closely with staff, ensure all service targets/deliverables are met and action plans are established to support the achievement of targets when they are not being met.
- As delegated by ED, prioritize ongoing and proactive communication with funder representatives to ensure the agency is in good standing.
- Attend funder meetings, i.e. annual reviews/audits and attend to other requests from funders in a timely and professional manner.

### **Financial Management**

- Overall responsibility for cost centers within the residential program, including working closely with staff to ensure programs are on budget, spending is within budget lines.
- In collaboration with ED, prioritize the establishment and execution of strategies to address underfunded and/or overfunded programs.
- Work collaboratively with the Finance Director to ensure that all financial processes, systems, and policy improvements are implemented within the portfolio.
- Actively support and mentor Coordinators with all financial compliance and control measures.
- Present portfolio budget trends analysis to ED/Finance at determined intervals.
- In collaboration with Director of Finance, provide direct support with Coordinators during annual budgeting process.
- Review AP payments, visas and ensure expenses are aligned with program budgets, and any necessary follow up with Coordinators around spending appropriateness.

### **Human Resources**

- Collaborate on initiatives to promote a diverse, equitable, and inclusive workplace.

- Champion efforts to recruit, retain, and advance employees from underrepresented groups.
- Work with Coordinator and HR to address performance concerns in alignment with HR policies and ensuring corrective actions are documented and implemented.
- Identify training needs for team members and work with HR to develop targeted training programs.
- Support succession planning initiatives to cultivate future leaders within the organization.
- Partner with HR to develop strategies to improve team morale, job satisfaction, and retention rates.
- Support employee recognition programs to celebrate achievements and foster a positive workplace culture.
- Partner with HR to assess current and future staffing needs based on program demands and strategic and safety standards are met within service areas, including adherence to workplace safety regulations.
- Complete feedback process with Coordinators established by HR department.
- Work closely with the Director of Human Resources on all matters related to staffing and health and safety.
- Collaborate with Director of Human Resources to ensure all HR systems, controls, and process improvements are in place across portfolio.
- Attendance on-site and regular proactive one-to-ones, support and coaching to Coordinators.

### **Property and Asset Management**

- Support Residential Coordinators with building issues as needed.
- Monitor and work closely with senior leadership on portfolio trends related to building and property management.
- Collaborate with senior leadership and Coordinators on the development/implementation of an asset management plan.
- Support agency advancements related to property and asset management function.

### **Other**

- Participate in director meetings and other relevant meetings to advance strategic and operational priorities.
- Participate in the agency's director on-call rotation.
- Attend to, and support, Staff during critical incidences
- Ensure all personnel and operational policies are implemented effectively across service portfolio.

## **3. Qualifications**

- Post-secondary degree or diploma in a related field, or equivalent experience.
- 10+ years of varied leadership experience.
- Experience in leading and coaching people, talent, and teams.
- Demonstrated excellence working collaboratively and constructively within a leadership team.
- An ability to foster healthy debate and dialogue to mediate against groupthink.
- Work related experience in managing corrections, residential housing programs, homelessness and mental health
- Knowledgeable on Risk, Need and Responsivity and community corrections

#### **4. Application Instructions:**

The John Howard Society is an equal opportunity employer and a United Way anchor agency. If you require any accommodation during the recruitment process, please inform Human Resources. Please submit a cover letter and resume (combined into one document) in confidence by email to [careers@jhst.ca](mailto:careers@jhst.ca). Ensure you indicate the position you are applying for in the subject line.

**Only candidates selected for an interview will be contacted. Thank you for your interest.**