

Founded in 1955, Community Living Mississauga is a non-profit, charitable organization dedicated to providing comprehensive support services and enhancing the quality of life for people who have an intellectual disability. Community Living Mississauga envisions a society where all people are treated with dignity and respect, fostering a community that embraces diversity and inclusivity. Community Living Mississauga believes in the fundamental rights of people who have an intellectual disability to live and thrive within the community by enjoying equal opportunities to actively participate in community life. Guided by this commitment, Community Living Mississauga offers various services including support for employment, housing, and social inclusion, as well as advocating for community needs.

Key Responsibilities and Accountabilities:

Reporting to the Executive Director in this newly created position on the Senior Leadership Team, the Senior Director of Operations will provide strategic leadership in developing, strengthening, and implementing effective operational systems within the organization. By embodying and integrating Community Living Mississauga's Vision, Mission, Philosophy, and Values into the daily operations of the agency, the Senior Director of Operations supports organizational strategic planning and policy formation processes while providing direct oversight to key areas including Residential Supports, Day Supports, Social/Recreational Programs, Community Supports and Information Technology.

People and Organizational Leadership

- Providing leadership, consultation, and ongoing support to each Director in the establishment and following through on their plans to develop and enhance support.
- Establishing and monitoring departmental goals and defining expectations regarding accountability, timeframes, measurable outcomes, and accomplishments.
- Supporting employee relations including policy and procedure interpretation, counselling, conflict resolutions, and more.
- Providing visibility and presence for employees through the identification of development opportunities, supporting the succession planning process, cultivating new skills, and offering coaching opportunities.
- Championing diversity, accessibility, equity, and inclusion efforts.
- Supporting positive labour relations and union working relationships.
- Fostering a positive, fair, healthy, inclusive, and safe work environment that is adaptable to the changing needs of the community.
- Ensuring appropriate and safe working conditions in all work sites to enable employees to carry out their duties and to ensure agency properties and equipment meet health and safety and fire safety standards.

Risk Management, Operational and Strategic Planning

- Developing, monitoring, and implementing operational plans that support the strategic direction of Community Living Mississauga and addresses the needs identified in the Personal Outcome process.
- Contributing to and communicating the organization's strategic plan as well as future directions within the organization.
- Identifying opportunities for continuous improvement and providing recommendations on new service areas or the growth of existing services.
- Utilizing data metrics to develop action plans regarding operational trends, program requirements, and potential areas of opportunity for best practice implementation.
- Overseeing the daily operations of all program department areas and ensuring high-quality support is consistently provided to the community.
- Providing necessary reports as required with external authorities and funders, as well as internal reports on trends, variances, and anomalies.

Service Delivery, Financial Management, and Information Technology

- Assisting the Executive Director in planning, developing, preparing, and presenting annual operational budgets.
- Monitoring service delivery and service quality to ensure the effectiveness of processes and procedures including intakes and referrals, employee selection, and person-centered planning and implementation.
- Ensuring that complete and accurate financial records are maintained and upholding accountability for the effective use of departmental resources and expenditures.
- Staying up to date with legislative and regulatory requirements and ensuring that all policy and procedure manuals are complete, current, and accessible.
- Supporting clear and consistent organizational communication by providing relevant information and insights to the Executive Director and Senior Management team regarding service, quality, and community development initiatives.
- Providing strategic and operational oversight of all information technology initiatives, including management information data systems, the integration and adaptation of organizational systems, and staying abreast of new and emerging technologies.

Building Relationships, Advocacy, and Championing Innovation

- Analyzing and researching community and sector needs and supporting advocacy efforts internally and externally.
- Representing the organization and liaising with governments, community partners, provincial associations, and other relevant bodies.
- Developing, fostering, and facilitating new and existing community connections and communicating Community Living Mississauga's Vision, Mission, and Values to the broader community.
- Representing the organization at local committees, tables, and external meetings to promote, educate, and communicate Community Living Mississauga's Mission and Values.
- Participating in community collaborative initiatives, inter-agency planning, and coordination activities focused on improving outcomes for the community.

Qualifications and Experience:

- Post-secondary degree in the Health Services Field, Business Administration, or related discipline. Candidates may also have a combination of related education and experience.
- A minimum of 10 years or more of Senior Management Experience in a leadership role (i.e. Director, Sr. Director, Vice President), with a strong understanding of the Developmental Services field or Not-For-Profit sector.
- Working knowledge of Personal Outcome Measures approach to support and service delivery.
- Strong financial and organizational planning skills including conflict resolution, business plan preparation, program evaluation, technology advancements, and policy development.
- Change management champion with the ability to support and lead change by being a positive role model to staff and other community members.
- Previous experience working at both the operational and strategic levels within a results-based organization.
- Demonstrated understanding of the provision of services to those with intellectual disabilities or other needs related to health, social and community, or educational services.
- Visible, resourceful, resilient, and flexible leader who is able to balance the evolving demands and priorities of the organization.
- Community-focused and connected locally and provincially with established relationships within community, government, and funding agencies.

- Confident public speaker and consistent decision-maker with well-developed interpersonal skills and technology proficiency.
- Demonstrated skills in strategic and operational planning, risk mitigation, and quality improvement initiatives.
- Bilingualism in English and French would be considered an asset.
- Non-Violent Crisis Intervention (NVC) certification would be considered an asset.
- Current Drivers License and reliable transportation is required.

For more information on Community Living Mississauga, visit www.clmiss.ca

Community Living Mississauga is committed to building a diverse team comprised of varied skills, strengths, and experiences. We welcome applicants of all genders, ages, ethnicities, cultures, abilities, sexual orientations, and lived experiences to apply.

Please forward a copy of your resume and cover letter in confidence to Jennifer Charron, President, Logic Executive Search and Workplace Solutions at jennifer@logicexecutivesearch.com. Applications are being accepted until Monday, July 8th, 2024.

To speak with one of our Executive Recruiters, please contact us at 1-877-227-9548. We thank all those that apply for this role, however, only those selected for an interview will be contacted. Logic Executive Search and Workplace Solutions is committed to providing accessible employment practices that follow the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Should you require accommodation during any phase of the recruitment process, please let our recruitment team know.