



## Director, Employment & Social Services

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| <b>Job Classification Title</b>  | <b>DIRECTOR EMPLOYMENT &amp; SOCIAL SERVICES</b> |
| <b>Requisition #</b>             | 2320084 X  |
| <b>Division</b>                  | Employment & Social Services                     |
| <b>Section</b>                   |  |
| <b>Work Location</b>             | METRO HALL, 55 JOHN ST                           |
| <b>Job Location</b>              | Canada-Ontario-Toronto                           |
| <b>Job Stream</b>                | Executive  |
| <b>Job Type</b>                  | Permanent, Full-Time                             |
| <b>Salary/Rate</b>               | \$147,492.80 - \$173,300.40 / Year               |
| <b>Hours of Work (bi-weekly)</b> | 70.00  |
| <b>Shift Information</b>         | Monday to Friday, 35 hours per week              |
| <b>Affiliation</b>               | Non-Union  |
| <b>Number of Positions Open</b>  | 2  |
| <b>Posting Date</b>              | 12-Feb-2019                                      |
| <b>Expiry date</b>               | 05-Mar-2019                                      |

### Job Description

#### Director, Employment & Social Services

**AND**

#### Director, Shelters, Support & Housing Administration

This is a joint recruitment initiative for current and anticipated Director level vacancies within two of our City Divisions: Employment & Social Services and Shelters, Support & Housing Administration.

These senior leadership positions are exceptional and exciting career opportunities for results-oriented yet strategically-minded leaders who have extensive experience working in a legislative environment, and managing large scale projects, with an excellent track record of business transformation and change management.

If you are a strategic thinker, ready to engage and collaborate through innovation and execution using a diverse and inclusive lens, in a highly political environment, then this position may be the opportunity you are seeking.

Reporting to the General Manager, you will direct the strategic planning, management, implementation and service delivery of a portfolio of legislated/non-legislated services for the public and related programs, including a broad spectrum of federal, provincial and municipal supports, while ensuring a strong interface with the Ontario government for transformation and modernization of service delivery. With your strong track record of innovative, results-oriented leadership, you welcome the opportunity to play a key role in the continuous improvement of divisional performance through the analysis, development and implementation of sound management practices and procedures.

Your ability to manage program operations will be evident as you direct all portfolio activities, and lead and motivate a diverse workforce, ensuring effective teamwork, high standards of work quality and organizational performance, resolving complex labour relations issues, and driving continuous learning and innovation. Program management staff will count on you for direction and guidance, as well as the processes and tools they will need to increase efficiencies and improve effectiveness of services provided. Budget development, administration and control will be an integral part of this role, along with the development of annual work plans, long-term visioning, and the implementation of change management and performance management processes – from program reviews and service improvements, to benchmarking and best practices.

As a member of the Division's senior management team, you will develop strategic vision and plans aligned with organizational performance objectives, and develop, design and implement functional policies and programs that will significantly change overall business performance based on long-term needs, Council directives and provincial legislation. At the same time, you'll provide direction on the interpretation of complex legislation and controversial policy issues, including financial assistance and social supports, and direct the development of sustainable partnerships with community organizations, the private sector and other levels of government to establish programs and services to meet client and community needs.

You will lead the development of district and program management teams, manage succession planning and ongoing organizational development, and actively support the development of collaborative working relationships with other City departments, divisions and other levels of government with a focus on enhancing client service and developing community-based services. By keeping current with the social and political climate in the community, and evolving community and client needs, you will also be in a good position to conduct strategic planning.

Success in this senior role will also be driven by your success in leading large-scale projects from inception through to implementation while balancing political, community and other stakeholder interests. This is complemented by your track record in initiating, leading and implementing proactive, progressive change to transform and put in place business processes, policies and strategies that will facilitate improvements within critical time frames. A strategic leader recognized for your political acuity and strengths in communicating a vision, engaging team members and promoting excellence, you also bring extensive accomplishments in

effectively managing labour relations matters while leading and motivating a diverse, multi-functional workforce.

As the ideal candidate, you will have a post-secondary education in business administration, social sciences, public policy or a job-related professional discipline, or an equivalent educational and work background. You will also have progressive, extensive customer service leadership experience in a complex legislative and unionized environment with a solid track record of change management and leading large scale projects.

If you would like to learn more about these Divisions, please visit their websites.

**Employment & Social Services:** <https://goo.gl/RguBqX>

**Shelters, Support & Housing Administration:** <https://goo.gl/N8o1Yq>

**Salary Range: \$147,492.80 - \$173,300.40 per year (2018 Rate)**

### **Work for the City you love**

**Toronto** is Canada's largest city, the fourth largest in North America, and home to a diverse population of about 2.8 million people. Consistently ranked one of the world's most livable cities, we are a global centre for business, finance, arts and culture. Join the award-winning Toronto Public Service as Director, Employment & Social Services within our Employment & Social Services and Shelters, Support & Housing Administration Divisions.

### **How to Apply:**

For more information on this and other opportunities with the City of Toronto, visit us online at [www.toronto.ca/jobs](http://www.toronto.ca/jobs). To apply online, submit your resume, quoting **File #23200845X**, by midnight on **March 5, 2019**.

The City of Toronto is committed to fostering an inclusive, accessible environment where all employees and members of the public feel valued, respected and supported. We are dedicated to building a workforce that reflects the diversity of the public and the communities in which we live and serve.

### **Accommodation:**

If you are an individual who requires accommodation to apply to this position, due to disability under the Ontario Human Rights Code, please email us at [application.accommodation1@toronto.ca](mailto:application.accommodation1@toronto.ca), quoting job ID #2320084 and the job title. The City is committed to providing Code-protected accommodation throughout its hiring process. . Please visit [Hiring Policies and Statements](#) for further details.