



## JOB POSTING

### DIRECTOR OF CENTRALIZED SERVICES (FULL-TIME, PERMANENT)

POSTING #: 2023-29

#### THE OPPORTUNITY

***Join one of the [Top 100 Charity Organizations](#) today! Since 2010, Charity Intelligence has awarded Eva's with the highest rating available based on financial transparency, accountability to donors and cost-efficiency.***

#### **Eva's Turns Youth Homelessness into Home**

Youth experiencing homelessness who are Black, Indigenous, 2SLGBTQ+, racialized, or newcomers are overrepresented in the population of youth experiencing homelessness. In Canada, racism, specifically anti-Black and anti-Indigenous racism, permeates society, creating social and health inequities.

To respond to the needs of homeless youth and decrease social and health inequities experienced by Black, Indigenous and racialized youth, culturally responsive supports and services must be provided. These supports center the identities and cultures of young people and affirm their holistic identity, taking into consideration the barriers they navigate in their daily lives. This ensures that services respond to the specific needs of youth instead of compounding the barriers they are already facing.

Eva's was founded in 1989 by Eva Smith, a Jamaican immigrant, advocate, and activist. You can learn more about her legacy here: [Home - Eva's Initiatives for Homeless Youth \(wpengine.com\)](https://www.wpengine.com/home-eva-initiatives-for-homeless-youth)

Eva's provides shelter, transitional housing, and health and well-being programming to help youth experiencing or at risk of homelessness in Toronto. Join our expert staff help young people reach their potential and lead fulfilling, healthy lives.

At Eva's, we help young people move from crisis to stability with the ultimate goal of moving to independence. We work with each young person to develop an achievable action plan, attain their goals, and build strong community connections.

#### **ROLE OVERVIEW**

In the first three (3) months, the successful candidate will be immersed in day-to-day ground level program operations. You will acquire a strong expert knowledge of Eva's existing programs to effectively assess and apply strategic vision and practices while developing Eva's longer-term goals alongside the Director of Sites and the Sr. Director of programs and Services. This work will be grounded in an equity framework and will center Black youth within program design implementation and evaluation.

The Director of Centralized Services will be responsible for managing, maintaining, evaluating, and introducing evidence informed programming to strategically sustain operations to develop the quality of integration and activities for the Youth Eva's serves. These programs include but are not limited to life skills, Harm reduction, employment, entrepreneurship, education, follow up supports, community outreach, etc., including the distribution of staffing resources.

The Director of Centralized Services will be vital in supporting and collaborating with the Senior Management Team (SMT) to integrate an equity framework in alignment with Eva's Guiding Principles and as a foundation to Eva's strategic direction. As a member of the SMT, you will be accountable for driving organizational change in relation to equity and systemic Anti-Black racism & oppression through program design, service delivery, staff development and partnership development.

This position provides expert level strategic and operational guidance on program design, implementation and evaluation in all aspects of Eva's operations, and will work collaboratively with the Senior Management Team, line Management team, Eva's clients and relevant external stakeholders to ensure Eva's programming is on the leading edge in the sector.

This leader is a natural builder with exquisite relationship skills and has adaptability to seamlessly move across the organization when needed with integrity, utmost professionalism, credibility, and a commitment to developing managers within the portfolio.

The position reports to the **Senior Director of Program and Services** and is located at **Eva's Administrative Office:** 401 Richmond Street West, Suite 245, Toronto. This position will require to travel between Eva's sites.

## RESPONSIBILITIES

The Director of Centralized Services is a strategic partner amongst the Leadership team, driving programming consistently across all sites at Eva's Initiatives. The Director will lead program design and development by drawing from the latest research in youth development, trauma and resilience, evidence-based practices in youth programming, and integrates youth participation in the design, implementation, and evaluation of programs.

The Director of Centralized Services will be an excellent leader and will have experience in managing staff of different disciplines and overseeing program delivery at different locations – design, implementation, setting targets, measuring outcomes, and intra-department delivery in a coordinated and integrated manner.

Furthermore, all program design will be built using a foundation of deep understanding of systemic barriers that impact equity outcomes for youth, and in particular, Black, 2SLGBTQ, Indigenous and Racialized youth. This position requires an in-depth understanding of identity-centering and culturally responsive programming, specifically Afrocentric programming. The ideal candidate must possess the skills to build partnership with the Black communities to support culturally relevant programming.

The Director encourages and cultivates working relationships amongst managers across Eva's and guides the organization in the delivery of programs centered around community integration, life skill

development, harm reduction, financial stability, socio-recreational interaction, trauma recovery, and housing stability including but not limited to;

- Develops and implements Yearly Action Plan and Program Outreach Plan
- Ensures that staff and volunteers follow proper professional and ethical conduct when dealing with clients
- Work collaboratively with the Finance department to manage program budgets, including preparing, reviewing and authorizing expenses across program locations effectively and in a timely manner.
- Implements and monitors outcomes and success rates to ensure compliance with funding agreements
- Actively monitors all areas to mitigate any risk associated within the scope of responsibilities and take necessary corrective action
- Data management including, research, data collection and analysis, storage and transfer of sensitive information, to support funding and donor relationships.
- Work in consultation with Eva's Senior leadership team to define strategic direction of the directorate and the overall organization.

## QUALIFICATIONS

- A Post graduate degree in Social Sciences, Business, Management or related fields and/or the equivalent combination of education and work experience
- Project Management Professional (PMP) certification is considered an asset
- Minimum of ten (10) years related experience developing youth focused programs
- Minimum of five (5) years' experience cultivating and leading management staff in a unionized environment.
- Minimum five (5) years' practical experience in the not-for-profit sector.
- Strong financial and budgeting skills and demonstrated ability to manage, guide and lead managerial staff to interpret financial information and utilize appropriate financial processes to manage budgets and produce accurate financial reports
- Excellent Computer skills: Office 365 - MS Word, Excel, PowerPoint, Outlook and databases
- Excellent interpersonal, communication and facilitation skills
- Excellent writing skills
- Sound understanding of the Social Determinants of Health and other intersectional issues facing Black, Indigenous and racialized youth in Ontario including racism, Anti Black racism, homelessness, mental health, substance use and addictions
- Demonstrated experience in program design, implementation and evaluation of programs for youth experiencing systemic barriers to equitable inclusion in everyday society leading to inequitable outcomes.
- Demonstrated commitment to promoting diversity and inclusion to work from an Anti- Black racism paradigm.
- Demonstrated experience in developing complex cross-sectorial partnerships to address operational needs.
- Experience leading a team through a change management process within a fast-paced environment.
- Ability to work independently and on a flexible schedule

## APPLY

Submit a cover letter and resume in one PDF document to [careers@evas.ca](mailto:careers@evas.ca). Be sure to indicate **2023-29 Director of Centralized Services** in the title.

Applicants are encouraged to apply as soon as possible. Interviews will be conducted on a rolling basis.

## CONDITIONS OF EMPLOYMENT

The City of Toronto has put in place a mandatory vaccination directive for City-funded shelters, and Eva's is obligated to comply with this legislation as per our funding agreement. In view of this, new Eva's employees are required to be fully vaccinated against COVID-19 as a condition of hire. New Eva's employees will be required to provide proof of full vaccination status to the People and Culture team via an upload in ADP upon being granted access. This information will remain confidential and will not be disclosed to Eva's staff or management. New Eva's employees will be entitled to reasonable accommodation in accordance with human rights legislation.

Please note that as a condition of employment, the successful applicant must complete a Vulnerable Sector Screening Police Reference Check. Eva's would like to thank all applicants for their interest; however, only those selected for an interview will be contacted. In keeping with our ongoing efforts to represent the diversity of our community, we strongly encourage people from diverse groups to apply. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Eva's provides accommodation, accessible formats, and communication supports for the interview upon request.

Eva's is strongly committed to a workforce that reflects the diversity of the populations we serve. We encourage applications from all qualified individuals including applicants from all cultures, racialized communities, abilities, diverse sexual and gender identities, and others who may contribute to the further diversification of ideas. We are committed to a selection process and work environment that is inclusive and barrier free.

Eva's has taken active steps to reduce the risk of transmission within our shelters, click here to learn what we are doing: <https://www.evas.ca/blog/covid-19-update/>

## LAND ACKNOWLEDGEMENT

We acknowledge the land we occupy is the traditional territory of many nations including the Mississauga's of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississauga's of the Credit and the Williams Treaty signed with multiple Mississauga's and Chippewa bands.

We also acknowledge all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past - and those of us who came here involuntarily, particularly forcibly dis-planted Africans, brought here as a result of the Trans-Atlantic Slave Trade and Slavery.

## LOOKING TO LEARN AND GROW WITH US?

Check out all our employment opportunities on our website at <https://www.evas.ca/employment/>

**Eva's Initiatives for Homeless Youth**

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