



JOB POSTING

POSTING #: 2024-10

POSITION TITLE: SENIOR DIRECTOR, PROGRAMS & SERVICES

SALARY RANGE: \$137,000 - \$160,000

THE OPPORTUNITY

Join one of the Top 10 Canadian Youth Impact Charities of 2022 today! Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.

Learn more about Eva's Initiatives and the work that we do.

About Us - Eva's Initiatives for Homeless Youth (evas.ca)

ROLE OVERVIEW

The Senior Director of Programs and Services is a crucial member of Eva's leadership team tasked to lead the strategic vision and operational excellence of all programs and services initiatives provided to youth aged 16-24. The role will operationalize the organization's mission, vision, and values while creating an energetic, inclusive, and healthy workplace for all.

The incumbent will play a critical role in providing strategic leadership and direction to the organization's programs and services, driving innovation, impact, and sustainability to support the needs of the community, and optimizing overall delivery, quality effectiveness and efficiency of services. The role is responsible for the planning, development, monitoring, evaluation, and oversight of all Eva's Initiative's Shelter and Transitional Housing programs and services. Reporting directly to the Executive Director, this role requires a dynamic leader who can balance strategic planning with hands-on operational management, driving the organization towards its mission of providing shelter, housing, life skills and employment opportunities for vulnerable youth.

This position is also responsible for ensuring excellence in contract administration, data collection, evaluation, achieving outcomes, and reporting requirements. It includes responsible management of resources, fiscal responsibility for all budgets associated with Shelters, Transitional Housing services, as well as programs. This role supports and responds to fundraising opportunities and will assist the fundraising team to develop strategies that will meet Eva's standard of services needed to address emerging needs and programmatic issues.

RESPONSIBILITIES

Strategic Leadership:

- Develop and execute a comprehensive plan for programs and services in alignment with the organization's strategic plan.
- Develop and articulate a strategic vision for the organization's programs and services, aligned with the mission and goals.
- Lead the implementation of strategic initiatives to enhance program effectiveness, scalability, and sustainability.

- Provide guidance and direction to a management team, fostering a culture of innovation, collaboration, and excellence.
- Accountable for the planning and delivery of effective, efficient, and high-quality client services through a 24/7 operation encompassing Eva's Initiatives Shelter and Transitional Housing services.

Operational Oversight:

- Set the vision and strategic direction for the department, constantly seeking innovative ways to improve and expand services to meet the evolving needs of the youth population served.
- Provide hands-on oversight of all departmental operations, ensuring the efficient delivery of services and programs to youth in need.
- Provide orientation and professional development opportunities for Eva's frontline staff, fostering a culture of continuous learning and excellence.
- Lead efforts in building partnerships within Black communities to ensure culturally sensitive and inclusive services are provided.
- Demonstrate strong financial management skills, overseeing departmental budgets, resource allocation, and financial planning to ensure sustainability and growth.

Program Management:

- Develop and implement comprehensive programs and services to address the complex needs of youth aged 16-24, ensuring alignment with organizational mission and goals.
- Oversee program planning, development, implementation, and evaluation processes, continuously assessing effectiveness and making necessary adjustments to meet evolving needs.
- Ensure program compliance with relevant regulations, policies, and best practices in youth services and homelessness prevention.
- Ensure program quality and effectiveness through ongoing monitoring, evaluation, and continuous improvement efforts.
- Collaborate with internal stakeholders to identify and address emerging needs and trends in the community and streamline program delivery and enhance service coordination for maximum impact.
- Monitor program outcomes and performance metrics, utilizing data-driven insights to drive continuous improvement and innovation.

People Management:

- Provide strong leadership and supervision to program staff (Director, Senior Site Managers, Program Managers and Team Leads), fostering a supportive and empowering work environment.
- Mentor team members, fostering a culture of inclusion, diversity, and equity, promoting professional growth and development opportunities.
- Conduct regular performance evaluations and provide constructive feedback to management team, recognizing achievements and addressing areas for improvement.
- Foster a culture of collaboration, teamwork, innovation and accountability within the programs and services department, promoting effective communication and problem-solving.
- Address employee concerns and conflicts in a timely and respectful manner, ensuring a positive and inclusive workplace culture.

- Provide strong leadership and supervision to program staff, promoting professional growth, development, and accountability.

Financial Management:

- Develop and manage departmental budgets, ensuring effective allocation of resources to support programmatic goals and objectives.
- Monitor program expenses and revenue streams, identifying opportunities for cost savings and revenue generation.
- Monitor program finances, identify variances, and implement corrective actions as needed to maintain fiscal sustainability.
- Work closely with the finance team to prepare accurate financial reports and forecasts, providing transparency and accountability to stakeholders.
- Implement financial controls and procedures to mitigate risks and ensure compliance with funding requirements and regulatory standards.
- Collaborate with finance, fundraising and development teams to secure funding and grants to support program operations and expansion.

Risk Management:

- Identify and assess potential risks and challenges related to program operations, developing mitigation strategies to minimize impact on service delivery.
- Ensure compliance with relevant legal and regulatory requirements, including health and safety standards, privacy regulations, and contractual obligations.
- Monitor and address emerging risks and threats to programmatic success, proactively seeking solutions to maintain continuity of services.
- Establish protocols and procedures for crisis management and emergency response, ensuring staff readiness to address unforeseen challenges.
- Regularly review and update risk management policies and procedures to reflect changing organizational needs and external factors.
- Identify and assess risks associated with program operations, develop and implement risk mitigation strategies to minimize impact.
- Ensure compliance with relevant regulations, policies, and contractual obligations related to program delivery.

Business Development:

- Identify opportunities for program expansion and growth, conducting market research and needs assessments to inform strategic planning.
- Cultivate relationships with potential partners, funders, and stakeholders to support program development and sustainability.
- Lead the development and implementation of new initiatives and collaborations to enhance program impact and reach.
- Participate in grant writing and fundraising activities, preparing proposals and grant applications to secure funding for programmatic priorities.

- Evaluate the effectiveness of business development strategies and initiatives, adjusting tactics as needed to achieve desired outcomes and objectives.

External Relations:

- Serve as a spokesperson and representative of the organization's programs and services to external stakeholders, including government agencies, funders, and the community.
- Build and maintain strong partnerships and collaborations with other organizations, agencies, and community groups to leverage resources and maximize impact.
- Advocate for policies and initiatives that advance the organization's mission and goals, and represent the organization at relevant forums, conferences, and events.

Reporting and Evaluation:

- Prepare regular reports and updates on program activities, outcomes, and impact for internal and external stakeholders.
- Conduct program evaluations and assessments to measure effectiveness, identify areas for improvement, and inform decision-making.
- Ensure compliance with reporting requirements for funders, regulatory agencies, and other stakeholders.

QUALIFICATIONS

- Bachelor's degree in social work, business, management, nonprofit management, or a related field; master's degree preferred.
- Minimum of 7 years of progressive experience in program planning and management, preferably in a nonprofit organization serving vulnerable populations.
- Minimum of five (5) years of related experience managing high intensity work environments and dealing with crisis situations
- Minimum of three (3) years' experience developing, implementing, and managing community-based harm reduction services
- Minimum of five (5) years' experience managing residential/housing programs or services
- Minimum of five (5) years' experience cultivating and leading management staff in a unionized environment
- Demonstrated experience in strategic planning, organizational leadership, and program development.
- Strong knowledge and awareness of issues related to youth homelessness, substance use, mental health, suicide prevention, and refugee resettlement.
- Proven track record of successful partnership building and stakeholder engagement, particularly within Black communities.
- Excellent financial management skills, including budgeting, forecasting, and resource allocation.
- Ability to lead and inspire a diverse team, fostering a culture of collaboration, innovation, and accountability.
- Exceptional communication and interpersonal skills, with the ability to effectively engage with a wide range of stakeholders, both internally and externally.
- Demonstrated expertise to liaise and build partnerships with community organizations, government, and funders at federal, provincial, and municipal levels.

- Professional development and training pertaining to latest research and best practice and standards of service delivery models for young people experiencing homelessness.
- Proven experience in influencing senior management and key stakeholders effectively across the organization to invest in behaviour and culture change that is rooted in systems, policy, and practice.
- A fundamental understanding of current issues and challenges facing individuals from under-served communities and historically under-represented groups, with a particular focus issues impacting Black communities, Indigenous communities, racialized communities, LGBTQ2S+ communities and disability communities.
- Extensive and demonstrated competence in equity and systemic practices to combat Anti-Black Racism
- Experience in developing funding proposals and impactful report writing.
- Experience working with large, diverse team and client population.
- High level of computer literacy with MS Word, Excel, PowerPoint, and Outlook
- Strong verbal, written and facilitation skills.
- Certification in CPR and First Aid, NVC or CPI, ASIST, and Naloxone training (or willingness to obtain), and a willingness to participate in ongoing training.
- Satisfactory Vulnerable Sector Checks (PVSC) with future checks
- G drivers license with clean driving abstract
- Accreditation experience an asset.
- Flexibility to work some evenings and weekends required - may share on-call responsibilities.

APPLY

Submit a cover letter and resume in one document by **March 25, 2024**, to careers@evas.ca. Be sure to indicate **2024 – 10 Senior Director, Programs and Services** in the title. No phone calls, please.

CONDITIONS OF EMPLOYMENT

<https://www.evas.ca/conditions-of-employment/>

LAND ACKNOWLEDGEMENT

<https://www.evas.ca/land-acknowledgement/>

LOOKING TO LEARN AND GROW WITH US?

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

Eva's Initiatives for Homeless Youth

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Connect with us @evasinitiatives.