



JOB POSTING

POSTING #: 2024-17

POSITION TITLE: DIRECTOR, CENTRALIZED SERVICES

SALARY RANGE: \$113,500 - \$132,000

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 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 incumbent should 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, 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 to support culturally relevant programming.

This position will require occasional travel between Eva's sites. The position reports to the Senior Director of Program and Services.

RESPONSIBILITIES

Leadership and Coordination:

- Provide visionary leadership and strategic direction to the programs and services team.
- Coordinate with various departments within Eva's to ensure seamless integration and alignment of services.

- Foster a culture of collaboration, innovation, and continuous improvement within the Centralized Services department.

Program Development and Evaluation:

- Lead the development and enhancement of evidence-informed programming tailored to the needs of youth.
- Conduct ongoing evaluations to assess program effectiveness and identify areas for improvement.
- Introduce innovative approaches and best practices to address the complex needs of the target demographic.

Fund Expansion and Resource Allocation:

- Identify opportunities for fund expansion and diversification to support existing programs and initiatives.
- Work closely with the Development team to secure funding from government agencies, foundations, and other sources.
- Ensure optimal allocation of resources to maximize impact and efficiency.

Reporting and Compliance:

- Oversee the timely and accurate reporting of program outcomes, outputs, and financial expenditures.
- Ensure compliance with regulatory requirements, grant agreements, and internal policies and procedures.
- Prepare comprehensive reports for internal stakeholders, funders, and regulatory bodies as required.

Stakeholder Engagement:

- Cultivate strong relationships with key stakeholders, including government agencies, community organizations, funders, and partner agencies.
- Represent Eva's at relevant meetings, conferences, and events to promote collaboration and knowledge sharing.
- Solicit feedback from stakeholders to inform program development and improvement efforts.

Strategic Planning and Goal Setting:

- Lead the development and implementation of strategic plans and goals for the Centralized Services department aligned with Eva's overall mission and objectives.

- Monitor progress towards objectives and adjust strategies as needed to ensure alignment with organizational priorities and emerging needs.

Capacity Building and Professional Development:

- Identify training and development needs for staff within the programs and services department and facilitate opportunities for skill-building and career advancement.
- Foster a culture of continuous learning and professional growth to enhance the effectiveness and impact of programs and services.

Quality Assurance and Continuous Improvement:

- Establish quality assurance mechanisms to monitor program delivery, client outcomes, and satisfaction levels.
- Conduct regular audits and assessments to identify areas for improvement and implement corrective actions as necessary.
- Promote a culture of continuous improvement within the department, encouraging staff to seek innovative solutions and best practices.

Risk Management and Crisis Response:

- Develop and implement risk management protocols to identify and mitigate potential risks associated with program delivery and client services.
- Collaborate with internal stakeholders and external partners to develop crisis response plans and ensure the safety and well-being of clients and staff in emergency situations.

Data Management and Analysis:

- Oversee the collection, analysis, and interpretation of data related to program outcomes, client demographics, and service utilization.
- Use data-driven insights to inform decision-making, identify trends, and measure the impact of interventions on target outcomes.
- Ensure compliance with data privacy and confidentiality regulations and maintain accurate and secure records.

Public Relations and Advocacy:

- Serve as a spokesperson for Eva's Centralized Services department, representing the organization in media interviews, public forums, and advocacy campaigns.
- Advocate for policy changes and systemic reforms to address the root causes of homelessness and improve access to resources and support services for vulnerable youth.

- Build strategic partnerships with advocacy groups, policymakers, and other stakeholders to advance Eva's mission and amplify the voices of youth.

Community Engagement and Outreach:

- Develop and implement strategies to engage with the local community and raise awareness about Eva's programs and services.
- Organize community events, workshops, and information sessions to connect with prospective partners, volunteers, donors, and supporters.
- Cultivate relationships with community leaders, faith-based organizations, and grassroots initiatives to strengthen Eva's presence and impact in the community.

Define Evaluation Objectives:

- Collaborate with stakeholders to establish clear and measurable objectives for program evaluation, aligned with Eva's mission and strategic goals.
- Identify key performance indicators (KPIs) and outcome measures to assess the impact of programs on homeless youth outcomes, such as housing stability, employment rates, mental health outcomes, and substance use reduction.
- Select appropriate evaluation designs, such as pre-post assessments, quasi-experimental designs, or randomized controlled trials, depending on the nature of the programs and available resources.

Data Collection and Measurement:

- Collect relevant data from multiple sources, including program participants, staff, administrative records, and external stakeholders.
- Use a combination of quantitative and qualitative methods to capture both numerical data (e.g., survey responses, program attendance records) and qualitative insights (e.g., participant interviews, focus groups).

Data Analysis and Interpretation:

- Analyze the collected data using statistical software and qualitative analysis techniques to identify patterns, trends, and correlations.
- Compare baseline and post-intervention data to assess changes in key outcome variables over time.
- Interpret the findings in the context of program implementation, client characteristics, and external factors influencing program outcomes.

Evaluation Reporting and Dissemination:

- Prepare comprehensive evaluation reports summarizing the findings, conclusions, and recommendations for program improvement.
- Present evaluation results to internal stakeholders, including senior management, program staff, and the Board of Directors, to inform decision-making and strategic planning.
- Share evaluation findings with external stakeholders, funders, and the broader community to demonstrate accountability and transparency.

Utilize Evaluation Findings for Continuous Improvement:

- Use evaluation findings to identify strengths and weaknesses in program implementation and make data-driven recommendations for program enhancements.
- Implement feedback mechanisms to solicit input from program participants and stakeholders on their experiences and suggestions for improvement.
- Incorporate lessons learned from program evaluations into ongoing program planning, design, and implementation to ensure continuous quality improvement.

Design and Implement Evaluation Plans:

- Develop comprehensive evaluation plans for Eva's programs serving youth, outlining the objectives, methodologies, data collection instruments, and timelines.
- Collaborate with program managers and external stakeholders to ensure alignment with program goals and evaluation best practices.

Select Evaluation Methods and Tools:

- Choose appropriate evaluation methods and tools based on the nature of the programs and desired outcomes, such as surveys, interviews, focus groups, or observation protocols.
- 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.
- 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
- 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
- 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.
- 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.
- 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 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 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, NVCI, 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 3 years 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 **May 7, 2024**, to careers@evas.ca Be sure to indicate **2024 – 17 Director, Centralized 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/>

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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.