



JOB POSTING

POSTING #: 2025-22

POSITION TITLE: SENIOR DIRECTOR PROGRAMS AND SERVICES

SALARY: \$137,281 – \$166,400

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 Snr. Director, Programs and Services is a vital member of the Senior Leadership Team and is expected to contribute to creating and executing Eva's vision, and strategy. The position is responsible for providing leadership to Eva's programs and services team, including Youth Programs, Health and Wellness, Eva's Sites, and Social Enterprise initiatives. The role ensures integration of housing-related support within the broader program strategy but is not solely focused on housing operations. The position directly impacts all the Business Units (BU) in EVA and is accountable for ensuring BU's performance is meeting/exceeding the operating plans. The position works in partnership compliance with all Eva's function leaders (e.g., People and Culture (P&C), Finance and Administration (F&A), Revenue Generation, and Facilities and Safety (F&S) to ensure operational capacity is balanced with program's requirements, budgetary constraints, optimization targets are met, programs and services are provided most cost-effectively, Eva's mission is fully embedded, operational and financial business objectives are met/exceeded. The position plays a critical role in developing long-term operational plans that directly support the financial targets and forecast. The position is responsible for certifying the annual operating plan, and Eva's impact and mission delivery while meeting the financial budgets. The position ensures that Eva's operations are positioned to deliver the maximum impact to stakeholders by efficiently driving and building capabilities that secure financial success in the future.

The Snr. Director, Programs and Services is responsible for supporting the training and development of their direct reports', including ensuring access to opportunities that enhance their knowledge, skills, and abilities. The position works diligently with Senior Director People and Culture to drive employee engagement, driving employee value proposition, enabling Eva's to be considered an employer of choice. The position works with the Snr. Director, Revenue Generation to ensure revenue targets are exceeded. The position works directly with the Snr.

Director, Finance and Administration to ensure budgetary stewardship and streamline operational capacity, and with the Snr. Manager Facilities and Safety to achieve environmental, sustainability, Health and Safety targets. The position reports directly to the Executive Director (ED) and has a fiduciary duty to ensure the ED's vision and expectations for Eva's are effectively translated across all areas under the Snr. Director, Programs and Services. Reporting directly to the Executive Director, the Snr. Director ensures program excellence, compliance, financial stewardship, and measurable outcomes while fostering a healthy, inclusive, and high-performing workplace.

Expectations

- As a member of Eva's Senior Leadership Team, the Snr. Director, Programs and Services is expected to demonstrate strong leadership, taking ownership and accountability for the success of Programs and Services by driving efficiency in operations planning and ensuring full execution and attainment of the Operations Plan Eva's. The Snr. Director, Programs and Services is expected to take full accountability for the Programs and Services budget, controlling key cost elements to obtain budget spending expectations. The position is expected to ensure that the Program and Services' operational and financial expectations are met and/or exceeded on a consistent basis.
- The Snr. Director, Programs and Services is expected to proactively review the revenue forecast and ensure the revenue levels will be sufficient to achieve the required delivery cost, staff utilization, and surplus attainment.
- The Snr. Director, Programs and Services is expected to drive continuous improvement throughout the Business Unit and among Eva's leaders, working collaboratively on performance gaps with leadership partners.
- The Snr. Director, Programs and Services is expected to secure partnership compliance with People and Culture (P&C), Finance and Administration (F&A), Revenue Generation, Facilities and Safety (F&S), and other functions to meet locked schedule expectations and mitigate any risks to the services continuity.

RESPONSIBILITIES

Capabilities and Key Responsibilities

1. The Snr. Director, Programs and Services must be capable of providing clear leadership and direction to their direct reports. To provide clear leadership and guidance, the Snr. Director, Programs and Services must be able to:
 - a. Set specific, measurable, and actionable expectations for their managers and staff.
 - b. Build consensus and delegate operational accountabilities to ensure expected outcomes are achieved.

- c. Follow up on all assigned actions taking ownership of required outcomes.
 - d. Provide feedback and advice to ensure continuous development of all individuals within the Programs and Services team.
- 2. The Snr. Director, Programs and Services must be an effective communicator, with the ability to:
 - a. Establish a clear understanding of expectations and assignments; and
 - b. Ensure departmental and individual alignment, fostering ownership of assigned actions and outcomes.
- 3. The Snr. Director, Programs and Services must be capable of developing and implementing operational actions to achieve expectations with specific deliverable dates.
- 4. The Snr. Director, Programs and Services must possess expert knowledge of the operations, including work and process flows, technical/quality requirements, and performance metrics.
- 5. The Snr. Director, Programs and Services must be capable of effectively utilizing Eva's information technology, including internal knowledge sharing and general administrative expectations.
- 6. The Snr. Director, Programs and Services must be capable of proactively analyzing and evaluating operational and financial budgets and performance metrics to identify issues and barriers for corrective action through the utilization of standard systems for managing tools, techniques, and reports.
- 7. Internally, the Snr. Director, Programs and Services must effectively manage all programs and services to ensure the full delivery of requirements and required surplus results.
- 8. The Snr. Director, Programs and Services must be capable of providing specific direction and actions to the Business Unit leaders to address performance and schedule issues, including an assigned timeline for completion of actions:
 - a. Provide guidance and secure accountability for actions taken by the Business Unit and the individuals within to address issues and barriers in advance of scheduled requirements and within an expedited timeframe.
 - b. The Snr. Director, Programs and Services must follow up with the Business Unit leaders to ensure agreed actions are taken and to make necessary revisions/adjustments to actions.

Key Metrics

- Health and Safety - 15%
- CABR (Equity) - 20%
- Financial Stewardship - 20%
- Operations - 15%
- Client (Youth) Outcomes and Experience -15%
- Employee Experience - 10%
- Program Innovation- 5%

Key Meetings

1. Weekly Service and Capacity Huddle
2. Monthly Safeguarding and Incident Review
3. Weekly Case-Flow, Delivery Gaps and Documentation Check
4. Bi-weekly CABR Action and Equity Outcomes Review
5. Bi-weekly Revenue Delivery and Reporting Sync
6. Monthly Scorecard and Forecast Review
7. Monthly Financial Stewardship Review
8. Monthly People and Culture Health Meeting
9. Monthly Partner/Funder Success Review
10. Quarterly Innovation Council
11. Quarterly Strategy and Portfolio Review

QUALIFICATIONS

- Master's degree in Business Administration, Social Sciences, Public Administration, Non-Profit Management, or a related field (or equivalent combination of education and senior-level experience).
- Minimum 10 years of progressive leadership experience in a complex non-profit, public sector, or social enterprise environment.
- Demonstrated track record of managing multi-disciplinary teams and large-scale program portfolios.
- Proven ability in financial stewardship, including budget development, optimization, and accountability to financial targets.
- Strong knowledge of community-based services, health and wellness, youth programs, and social enterprise models.
- Exceptional communication, facilitation, and stakeholder engagement skills.
- Experience in organizational change management and building high-performing, inclusive workplace cultures.
- Certificate: Toronto Shelter Standards (TSS), CPR/First Aid

APPLY

Submit a cover letter and resume in one PDF document by [October 17, 2025](#) to careers@evas.ca. Be sure to indicate [2025-22 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/>




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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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