



JOB DESCRIPTION                      Director of Programs  
Non-bargaining Unit Position • CUPE LOCAL 5218

LOCATION                                      Scarborough, ON

#### WARDEN WOODS COMMUNITY CENTRE

Warden Woods Community Centre (WWCC) is a multi-service agency governed by a local Board of Directors and funded by all three levels of government, the United Way and other generous partners. The Centre provides over 50 programs and services to over 6000 clients annually out of our main Centre and several satellite locations.

#### POSITION SUMMARY

As a member of the Senior Leadership Team, the Director of Programs will report to the Executive Director and will be responsible for the strategic and operational leadership and oversight of all Warden Woods programs and services. In so doing, the Director of Programs will ensure the clients' needs are met in a manner consistent with the mandate and values of WWCC through high-quality service, meeting funder expectations and quality indicators, and maintaining and enhancing WWCC's leadership position in the provision of community-based services.

The ideal candidate will have proven leadership experience in the non-profit, community-based sector with an awareness of relevant issues and trends impacting the diverse populations within Scarborough and an understanding of key sector programs and service areas. This leader will be inspirational, solutions-oriented and collaborative. They will be effective at creating and working with a variety of stakeholders, breaking down internal silos and evaluating and optimizing service and program effectiveness.

#### KEY PRIORITY AREAS

In assuming this leadership position, the Director of Programs will focus on the following key priority areas:

- Gain the confidence of, and manage relationships with a diverse group of stakeholders, internal and external
- Assess and develop appropriate organizational structure, leadership capacity, systems and process to support change and growth
- Lead and/or participate in system-wide initiatives to advance solutions to community issues
- Provide leadership and mentorship to the program teams to prioritize, build capacity and strengthen horizontal teamwork in an environment of revitalization
- Support and personify a culture of care, wellness, and resilience to ensure staff have the support and resources they need to continue to do great work
- Support and lead implementation of key priorities related to program and service areas

## KEY PRIORITY AREAS (Continued)

- Oversee recruitment, hiring, training and supervision of the Program teams, ensure workplans are developed and implemented by Managers and that they align with WWCC's Strategic priorities
- Ensure employment practices comply with the Collective Bargaining Agreement and all relevant legislation
- Prioritize service quality improvement and support organizational work in areas of output/ outcome reporting, data gathering and analysis
- Lead in the management and investigation of serious occurrences (client and staff) to ensure agency liability is mitigated as much as possible

## QUALIFICATIONS

**THE IDEAL CANDIDATE** The ideal candidate will demonstrate the following knowledge, experience, skills, and attributes:

- Leadership experience in the non-profit, community-based sector with an awareness of relevant issues and trends; experience in a unionized environment is an asset
- Ability to lead a team of scale and complexity during a time of growth, program integration and ambiguity
- Effective at building and managing relationships with funders, donors, and other stakeholders
- Effective at creating and working in coalitions and networks and providing leadership, advocacy, systems perspectives, and support to the sector
- Inspires innovative thinking and solutions with an appetite for calculated risk
- Ability to provide competent financial oversight, meeting budget and achieving required results
- Proactive and transparent communicator
- Strong problem-solving skills and ability to evaluate service and program effectiveness
- A leader who mentors and builds leadership capacity in the team while embracing and harnessing their expertise and decision-making capability
- A collaborative decision-maker with a strong commitment to teamwork
- High integrity; compassionate; genuinely committed to improving the lives of vulnerable and marginalized people
- Demonstrates a strong understanding of and commitment to social justice issues, equity, anti-racism, and anti-oppression practices

## COMPENSATION

WWCC offers a competitive salary based on experience, including medical and dental benefits. This is a full-time (35 hours) position.

## APPLICATIONS

WWCC is an equal opportunity employer committed to gender equality and social inclusion in our workplace. All qualified applications will receive consideration without regard to sex, gender identity, gender expression, sexual orientation, race, ethnic origin, colour, religion, nationality, disability, age, or any other characteristic protected by applicable law. We encourage all qualified persons to apply, particularly Indigenous peoples, persons with disabilities, ethnic minorities, visible minorities, and others who share our values and contribute to fostering an inclusive and diverse workplace. Please notify us as soon as possible of any adaptive measures you might require at any stage of the recruitment process.

The successful candidate must be fully vaccinated against COVID-19. A police reference check is required prior to commencing employment.

In your cover letter, please ensure that you explain why you would like to work at Warden Woods Community Centre and why you are qualified for the position as tied to the responsibilities listed above. Please submit your cover letter and resume as one file noting "Director of Programs" in the subject line to [careers@wardenwoods.com](mailto:careers@wardenwoods.com)

While we thank all who apply, only those selected for interviews will be contacted.