

## Director of Family Services

### About The Agency

Jewish Family and Child Service is a multi-service, client-centered, family service agency and a Children's Aid Society. We support the healthy development of individuals, children, families, and communities through prevention, protection, counselling, and education and advocacy services, within the context of Jewish values.

### About the Role

We are seeking a **Director of Family Services** who will be responsible for providing strategic leadership in the planning, evaluation and delivery of family services within the Agency's program outcome areas; increasing Safety & Security, Improving Mental Health & Wellness, and Reducing the Effects of Poverty. This is a senior management position that works in collaboration with child welfare and all other Agency departments to ensure enhanced and integrated services across the Agency.

The Director of Family Services will be responsible for planning, directing, managing, and delivering the Agency's client services from intake, through to case management in various program areas such as intake, counselling, domestic violence, mental health, poverty reduction, hospice, etc. The incumbent will establish strong goals within their service area that inspires others, provide coaching and mentoring to staff in developing leadership, and will establish clear long-term outcomes for service.

### Responsibilities:

- As a member of the Senior Management Team, the Director leads the organization to turn strategy into results and positive and equitable outcomes for communities, families, individuals, children, and youth.
- Operationalize the vision and strategy to create and implement clear outcome expectations across services.
- Create family services strategies that include priorities to support equity and inclusion according to the Agency's mission, vision, and values.
- Provide leadership in the Agency visioning, planning, excellence, and quality improvement to ensure the Agency's service outcomes are realized.
- Utilize Agency data and stakeholder feedback to inform outcomes in collaboration with the Senior Management Team.
- Work collaboratively with all levels of the organization and the community to create innovative changes to support better outcomes for children, individuals, youth, and families.
- Oversee the management and delivery of family services ensuring service excellence from intake through to case management and quality assurance
- Through the Family Service Managers (FSMs) ensure that services are coordinated, integrated, and managed to best support clients through a client-centered approach
- Maintain accreditation and other relevant standards
- Support, develop and ensure that clinical and therapeutic programs and services are ethical, evidence informed and meet the highest standards of practice
- Provide clinical consultation and support to Agency Intake, client service and to the case management of complex/high risk clients and circumstances
- Oversee the development of client information management systems, ensuring the integrity of data, that reports and analyses are available and outcome measures are tracked
- Assess effectiveness of systems and processes and make improvements through program review, evaluation, research and feedback on outcome measures to enhance quality.

### Job Details

#### **Reporting To:**

Chief Executive Officer

#### **Salary Range:**

\$114,000 – \$160,000

Based on Experience

#### **Location:**

Central Branch  
4600 Bathurst St.  
Toronto, ON M2R 3V3

#### **Posting Date:**

March 25, 2021

#### **Anticipated Start Date:**

May/June 2021

- Create an equity focused, healthy workplace culture that is fair, consistent, and respectful while supporting the creation of an effective employee and leadership team representative of the diversity in the community.
- Maintain an effective budget and fiscal management through forecasting and planning
- Perform other duties as assigned

**Qualifications:**

- Master's Degree in Social Work, or related social services field.
- 10 years in a progressive leadership position
- Registered member of OCSWSSW in good standing
- Supervisory and clinical experience within the social service field
- Significant familiarity and experience with the Jewish community and its culture
- Superior clinical skills and experience grounded in best practices, within a client-centered framework
- Experience in program and project management.
- A strong understanding of issues within the community and their impact on client service
- Strong leadership, communication and interpersonal skills
- Comprehension of French or another language will be considered an asset

**If you are interested in applying for this position, please submit your résumé and cover letter.**

**Jewish Family and Child Service is committed to the principle of equal opportunity in employment and welcomes candidates from diverse backgrounds. Accommodations during all phases of the hire process will be made wherever possible. Please advise us if any accommodations are required.**

**We thank all applicants for their interest; however, only those considered for an interview will be contacted.**

**To learn more about Jewish Family and Child Service, please visit: [www.jfandcs.com](http://www.jfandcs.com) | [www.facebook.com/jfandcs](https://www.facebook.com/jfandcs)**