



Manager, Passport and Person Directed Planning Programs

Building Inclusive Communities Permanent Full-time (1.0 FTE or 5 days per week) position

May 31, 2016

Family Service Toronto (FST) helps people face a wide variety of life challenges. For over 100 years we have been assisting families and individuals through counselling, community development, advocacy and public education programs. We also work with a range of partners to build a vibrant community social services sector. Family Service Toronto is a proud United Way member organization. Our services are available to everyone who lives or works in Toronto.

Reporting to the Director, Building Inclusive Communities (BIC), as part of the BIC management team, this position is responsible for the clinical and operational management of the Passport and Person-Directed Planning Programs. The Manager works in collaboration with the Operations Manager to oversee the direct funding component of Passport and in collaboration with partners from other developmental service agencies in delivering Person-Directed Planning. We are committed to developing a service team that reflects the diversity of the population who live and work in the City of Toronto.

Responsibilities include:

- Carries out management responsibilities in accordance with organizational policies and procedures including recruitment; management of direct reports; staff development, orientation and training
- Provides regular supervision to staff and provides consultations on an as-needed basis
- Reviews and coordinates workload distribution and file assignments
- Monitors staff attendance and ensures adequate program coverage
- Facilitates the development of a team dedicated to the effective and efficient delivery of service
- Promotes the incorporation of best practices in the program and positions the program strategically for the present and future
- Conducts reviews of client files, plans and funding agreements to ensure quality of service, compliance with program procedures/guidelines and administrative completeness
- Ensures the quality of service and achievement of service targets
- Ensures Passport mapping and prioritization processes comply with ministry directives

- Develops and implements plans to ensure that the programs are operating as efficiently as possible
- Addresses client complaints according to organizational policy and program guidelines
- Reviews and makes decisions on problematic client invoices
- Monitors staffing and funding resources, ensuring client vacancies are filled in a timely fashion
- Advocates on behalf of individual clients and for systemic changes in support of clients' needs
- Produces complete and accurate reports to funders within deadline
- Ensures programs are compliant with Quality Assurance Measures and accreditation standards
- Collaborates with the Director, Building Inclusive Communities, to support the COMPASS Steering Committee, the Person-directed Planning Network and the Ontario Passport Agency Network
- Works collaboratively with other DSTO agencies and represents FST at Developmental Services partnership tables as required

Qualifications:

- MSW or equivalent combination of education and experience (foreign credentials and relevant experience will be considered).
- Minimum five years managerial experience in a social service or related setting
- Minimum five years clinical experience in developmental services, social services or related community environment
- Demonstrated knowledge and understanding of developmental disabilities as well as community and developmental services and supports
- Demonstrated commitment to a value system that recognizes the inherent worth and uniqueness of all individuals and their right to full inclusion, autonomy and self determination
- Demonstrated commitment to principles of social justice, access and equity and cultural competency
- Demonstrated creative problem solving abilities, flexibility and adaptability to change
- Proven organizational, analytical, planning, and change management skills
- Demonstrated consultation and conflict resolution skills as well as the ability to use personal authority appropriately, respectfully, and strategically.
- Strong leadership and facilitation skills
- Demonstrated ability to build good morale and cooperation within a team
- Ability to conceptualize at the macro and micro levels including evaluation and analysis of businesses processes
- Ability to advocate and influence to achieve desired results
- Excellent interpersonal skills; able to work collaboratively and strategically with colleagues and service partners
- Excellent written and oral communication skills including ability to address differences of opinion and conflict as well as make effective presentations to a variety of audiences
- Possesses initiative, sound judgment, creativity and integrity

Primary location:

700 Lawrence Avenue West (Lawrence Square Mall)

Deadline to apply:

No later than 5 p.m. June 14, 2016

Interested applicants are invited to submit a letter of application and resume, quoting File REP #16-16 to:

Human Resource Services,
Family Service Toronto,
#202 - 128A Sterling Road
Toronto, ON, M6R 2B7

OR e-mail: hrdep@familyservicetoronto.org

FST is committed to a policy of equity and inclusion.

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Access and Equity policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview. No phone calls please.

www.familyservicetoronto.org