



Manager

Position:	Manager
Program:	Options Children's Services and Community Networking
Department:	Building Inclusive Communities
Contract:	Permanent full-time (35 hrs/wk); includes 1 evening
Location:	700 Lawrence / 128A Sterling Rd
Application Deadline:	October 20, 2017, 5.00pm
File Number:	BIC #30-17 – with cover letter and resume
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Mail:	HR, Family Service Toronto, #202 – 128A Sterling Rd, Toronto, ON M6R 2B7
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Family Service Toronto (FST) helps people face a wide variety of life challenges. For over 100 years, we have worked with individuals and families destabilized by precarious mental health and/or socioeconomic circumstances, to achieve greater resilience and stability in more just and supportive communities. We achieve this through our direct service work of intervention and prevention which includes counselling, peer support and education; knowledge building; and system-level work including social action, advocacy, community-building and working with partners to strengthen the sector.

Reporting to the Director, Building Inclusive Communities (BIC), and as part of the Family Service Toronto leadership team, the Manager is responsible for the staff management, program development, service delivery, financial management, and operations of the Options Children's Services and Community Networking programs. In addition, the Manager is responsible for actively participating in a wide-range of community collaboration and advocacy initiatives. The Manager supervises the Children's Community Resource Facilitators and the Community Network Facilitators.

In applying, please clearly identify how you meet the specific qualifications outlined.

KEY RESPONSIBILITIES:

- Leads and manages a team of staff, students and volunteers to deliver case management and community networking to children, youth, and adults with developmental disabilities.
- Ensures high quality, inclusive, client-centred, accessible, and culturally competent services that are responsive to the needs of clients and the community and meet all service targets.
- Ensures staff adherence to program guidelines and ensures the work of the team is aligned with FST's vision, mission and values.

QUALIFICATIONS

- Post graduate degree in social work or a related field or equivalent combination of education and experience (foreign credentials and relevant experience will be considered).
- Minimum five years' experience leading and managing a team 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 using a person-directed approach to client work.
- Demonstrated commitment to a values system that recognizes the inherent worth and uniqueness of all individuals and their right to full inclusion, autonomy, self-determination and self-advocacy.
- Excellent communication skills: clear written and verbal communication, strong conflict resolution skills; creative problem-solving abilities; flexibility and adaptability to change facilitation; ability to engage professionally with a broad cross-section of individuals; ability to give and accept feedback openly; and strong facilitation skills.
- Proven record of building and maintaining community partnerships.
- Strong leadership skills and interpersonal skills; able to work collaboratively and strategically with colleagues and service partners.
- Ability to conceptualize at the macro level, intervene at the micro level and find creative solutions to problems.
- Ability to use personal authority appropriately, respectfully, strategically and skilfully.
- Knowledge of and demonstrated experience working with diverse communities.
- Demonstrated commitment to the principles of social justice, cultural competency, equity and inclusion.
- Ability to work collaboratively and strategically with service partners and funders.
- Superior organizational, analytical, planning and problem-solving abilities.
- High degree of proficiency in Microsoft Office (e.g., Word, Excel,).
- Ability to work independently and as a team member in a fast-paced environment.
- Ability to manage multiple projects and deadlines, prioritize and take initiative.
- Experience working in a unionized environment.
- Satisfactory Criminal Reference Check with Vulnerable Sector Search completed within the past 12 months.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Equity and Inclusion 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.