



Senior Manager, Services Delivery Shared Services Program

Since 1912, the Ontario Association of Children's Aid Societies (OACAS) has represented Children's Aid Societies (CASs) in Ontario and provided service in the areas of government relations, communications, information management, education and training to advocate for the protection and well-being of children. As a membership driven organization, the OACAS plays a role in the support of CASs in Ontario as well as coordinating projects and services. With a goal to build sector capacity, improve service quality, reduce costs and enhance the sustainability of Ontario's Child Welfare System, the OACAS has initiated the implementation of a Shared Services Program (SSP).

Reporting to the Director, SSP, this new role, **Senior Manager, Services Delivery**, is accountable for managing the operations and staffing for an assigned portfolio of shared services programs delivered to participating Children's Aid Societies (CASs). The Senior Manager will articulate the Program's mandate to staff and stakeholders, set Program priorities and standards and ensure effective operations, customer service, communications, and issues management aligned with the Program vision and operating principles. The Senior Manager will lead and participate in discussions within the OACAS and with senior stakeholders in the participating agencies, government and the child protection sector to improve shared services programs, respond to issues, and maintain an understanding of evolving needs in the sector impacting program and service requirements and operations.

With an undergraduate or graduate degree in business administration and a minimum of seven years' demonstrated experience leading and managing the delivery of shared services programs, you have knowledge and understanding of the child welfare sector in Ontario as well as experience managing outsourced vendor relations. You are a results oriented leader, a strategic thinker, and you can work collaboratively to provide effective operational oversight.

OACAS is an equal opportunity employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005), upon request, accommodation will be provided by both Odgers Berndtson and OACAS throughout the recruitment, selection and/or assessment process to applicants with disabilities.

To be considered for this position, please submit your resume and related information confidentially to Angela.Bond@Odgersberndtson.com or online at <https://www.odgersberndtson.com/en/careers/14544>

We thank all those who express an interest, however only those chosen for further consideration will be contacted.