

Job Posting

Associate Director, Support Services and Community Development Full-time Permanent

As Canada's largest agency serving at-risk, homeless and trafficked youth, Covenant House Toronto changes lives by providing the widest range of services and support to as many as 300 youth a day. A national leader, we educate and advocate for change by influencing public policy and delivering prevention and awareness programs. More than a place to stay, we provide 24/7 crisis shelter and transitional housing on-site and in the community, along with comprehensive services including education, counselling, health care, employment assistance, job training and after-care. To do all this, we rely on donors for more than 80 per cent of our \$30.6-million annual operating budget. Our doors are open to youth 16 to 24 regardless of race, religion, sexual orientation, gender identity or the circumstances that have brought them to our doors. Since opening our doors in 1982, Covenant House has served more than 95,000 young people.

Reports to Director of Program Services

The purpose of this role is to provide oversight and direction to the support service program areas including employment, school, pastoral services and Rights of Passage, our transitional housing program. The position will play a role in supporting the development of community partnerships, participating in community advocacy initiatives related to youth homelessness and reporting to various funders. As a member of the senior management team this position will support a variety of agency wide initiatives.

The incumbent will be responsible for:

Program – Support Services

- Ensuring that program principles and policies are applied in all program areas
- Providing quality assurance that practices are compliant with the service model and philosophy
- Utilizing data management as a tool to inform performance management, quality assurance
- Identifying gaps in service and providing leadership around program development
- Development and monitoring of the strategic plan for the programs in this portfolio
- Active participant in the work of the Program Management team
- Develops annual plans and budgets to support the strategic vision for the department
- Evaluating viability of requests for proposals released by all levels of government
- Negotiates and monitors contracts with government funders
- Creating and submitting reports on government grants

Agency Initiatives

- Active participant in the activities of the Senior Management Team



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- Acts as a liaison with the CAM team

Community Relations

- Represents Covenant House on local committees such as TAEH and CWFC youth in transition group
- Strategically plan, develop and manage projects with community partners, including joint proposals.
- Respond to requests from the community for input from youth through the organization of youth focus groups.
- Manage requests from community to organize advocacy events that provide opportunities for youth voice and participation.
- Negotiating potential partnerships that support program initiatives

Qualifications

- Masters degree in related field plus 5 years of managerial experience in a youth serving organization or a Bachelors degree in a related field plus 7 years managerial experience in a youth serving organization
- Understanding of resilience/ trauma informed practice and evidence informed interventions.
- Knowledge of best practices in delivering youth employment, education programs and transitional housing
- Demonstrated leadership and management skills, analytical thinking and strategic planning, budgeting
- Demonstrated skill in managing human resources issues.
- Excellent oral and written communication skills.

Interested candidates should submit their cover letter and resume to Human Resources at hadmin@covenanthouse.ca on or before Monday July 3, 2019.

Email: hadmin@covenanthouse.ca

Website: www.covenanthousetoronto.ca

We thank all applicants however, only those candidates selected for an interview will be contacted.

As an employer, Covenant House is committed to building an organization that reflects the diversity of our clients and the communities we serve. We encourage applications from qualified individuals who represent diverse communities. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act and Covenant House Policies on Accommodation, a request for accommodation will be accepted as part of Covenant House recruitment process.