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| Job Posting # | 2019-11 |
| Title: | Operations Manager, Child Welfare Data Services |
| Classification: | Management |
| Employment Duration: | Permanent Full Time |
| Salary Range: | Grade 10 |
| Location: | Toronto, ON |

The Ontario Association of Children's Aid Societies (OACAS) has represented Children's Aid Societies in Ontario since 1912, providing service in the areas of government relations, communications, information management, education and training to advocate for the protection and well-being of children.

Shared Services Program department within the OACAS is responsible for providing a range of services to member children's aid societies to enable them to effectively and efficiently meet the needs of their clients and enable excellence in their operation. Of these services, a core offering is the Child Welfare Data Service (CWDS). This service is responsible for delivering a robust data warehousing solution accompanied by business intelligence reporting and analytics capabilities. The CWDS **CWConnects Solution** is an innovative platform, built for all Children's Aid Societies (CAS) and feasibly to Indigenous Child Well-Being Societies (ICWBS) to seamlessly analyze and compare their service and administrative data in a standardized and consistent way. The CWDS, participating organizations and partners will be guided by the Mission, Vision and Values of the OACAS Strategic plan, as well as the Shared Services Participant Agreement vision of *enabling equitable and sustainable service excellence for children, youth and families*.

The Operations Manager is an inspired leader who has the experience, knowledge and passion to create innovative technology solutions as well as develop and lead a high performing team. This person is a team player who will work collaboratively with the CWDS Managed Service Vendor, Members, OACAS and Shared Services Teams to ensure that the CWDS is providing value added capabilities across the sector.

The responsibilities of this role will inspire the development of the backbone aspects of the Child Welfare Data Service. The **Operations Manager, reporting to the CWDS Lead, will provide strategic project management and operational oversight** of the activities related to:

- Business process development
- Data Governance, policies development and privacy compliance
- Data quality
- Research partnerships
- Relationship management including negotiation and collaboration with Member Agencies, external partners and stakeholders, and internal colleagues

Qualifications:

Education and Experience

- Post-secondary education in Computer Science, Business, Statistics or other relevant area
- A minimum of 7 years' demonstrated experience in either Business Intelligence and/or statistics and data analysis with a preference in the not-for-profit sector or related field
- Minimum of 7 years' demonstrated experience providing strategic leadership, project management and operational oversight of various aspects of BI, statistics and data analysis initiatives
- A minimum of 5 years' demonstrated experience managing, leading, directing and performance managing staff
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Knowledge and Skills

- Strong strategic thinking, planning and visioning skills with the ability to work collaboratively at the management level to provide effective operational oversight
- Extensive organizational and project management skills while in a leadership position, to provide strategic planning and operational oversight of multiple projects and to lead project teams, develop project work plans, monitor and report on progress and results
- Strong aptitude to effectively synthesize and present quantitative and qualitative information from a variety of sources
- Excellent interpersonal, collaboration and relationship management including negotiation skills to interact effectively and build and nurture an effective working relationship with internal colleagues, member agencies, external partners and stakeholders
- Results-oriented with the ability to promote continuous improvement and to manage change in a fast-paced, deadline-oriented environment
- Excellent management skills and the ability to lead a team, facilitating change, securing team engagement and building in accountabilities
- Demonstrated ability in continuous process improvement
- Tactical thinking, dynamic with creative problem solving and judgment to interpret and assess information
- Excellent interpersonal and verbal communication skills; mastery of written communication to write clear, concise documents
- Excellent presentation, communication, conflict resolution and stakeholder relationship and management skills to engage others, build consensus and resolve issues
- Strong analytical, critical thinking, problem-solving and issues management skills to identify potential service issues, mitigate against potential risks, navigate complex stakeholder networks, and lead the resolution of complex service issues
- Excellent facilitation and presentation skills to implement, lead and organize consultations, focus groups and training/information webinars

Assets

- Bilingual English/French
- Experience working with Indigenous and/or francophone communities
- Knowledge of not-for-profit shared services
- Knowledge of equity and the anti-oppressive practice framework

A copy of the full job description is available online at: <http://www.oacas.org/wp-content/uploads/2019/09/Job%20Ad%20-%20OACAS%20-%20CWDS%20Operations%20Manager%20-%20Job%20Description.pdf>

To Apply: Please apply ONLINE at <https://jobs-oacas.icims.com/jobs/intro> by **Friday, October 4, 2019 at 5:00pm.** Late applications **will not** be accepted.

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

OACAS is committed to building a diverse workforce representative of the communities we serve. We encourage and are pleased to consider applications from all qualified candidates, without regard to race, colour, citizenship, religion, sex, marital / family status, sexual orientation, gender identity, aboriginal status, age or disability.

Accommodation at OACAS

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants are required to make any accommodation requests regarding the application, interview or selection process known in advance by contacting the Human Resources Department at 416 987-9853. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the interview or selection process which will enable you to be assessed in a fair and equitable manner.