

SERVICE DIRECTOR

The Children's Aid Society of London and Middlesex has two openings for the position of Service Director. Our agency provides child protection services and collaborates with the community to promote the safety, well-being, cultural identity and lifelong connections for children and youth with their family and community. The Service Director must champion a strong commitment to equity, diversity and inclusion in the workplace and to excellence in service delivery.

We are seeking two (2) skilled and passionate Service Directors committed to supporting our amazing staff, our most important asset. These two positions are based in Ongoing Family Services (1) and Intake, Invest & After Hours (1). The appointment to the specific Service area will be determined after the job competition.

Reporting to the Senior Service Director, Chief Operating Officer, or their designate, the Service Directors as part of the Senior Leadership team, is a key driver to achieving the organizational outcomes of the Agency's strategic vision. This position will contribute to the successful achievement of strategic priorities through planning, coaching and directing the efforts of staff. The Service Director also supports and enables child protection teams to develop skills and competencies to carry out the work of the Society in ways that promote equity, respectful engagement and learning.

Key responsibilities include: An expert in child welfare with a focused understanding of the importance of child protection and children in care standards, legislation and permanency. Demonstrated ability to develop strategies that create a respectful and equitable service delivery environment for children, youth and families. Demonstrated ability to work with Indigenous communities to foster an understanding of Indigenous culture, values and practices that are integrated into daily child protection work. Demonstrated ability to manage child welfare processes and to direct and inspire people to deliver service excellence. Ability to implement and integrate performance management into day-to-day operations. Ability to execute corporate strategies in an efficient and effective manner and to align with the strategic goals of the organization. High impact communication skills, including group facilitation, presentation skills and superior written communication skills. Knowledge of the change management process and demonstrated ability to successfully support employees through a change process. Strong planning and project management skills, with ability to apply these skills in effective working partnerships across the organization. Bias for action and superior quality in all work activities and deliverables with strong agency service delivery.

Qualifications: Master's Degree in Social Work. A proven track record of accomplishment and progressively responsible leadership experience. Knowledge of business planning concepts and the ability to apply these tools to a non-profit child welfare organization

The Children's Aid Society of London and Middlesex is committed to our staffing team being reflective of the diverse population we serve. We encourage applicants from Black, First Nations, Inuit and Métis, people with disabilities, 2SLGBTQ+ communities to apply and to self-identify in their cover letter. We are also committed to creating an accessible and inclusive environment for all. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Mandatory COVID-19 vaccination are a requirement for all staff. CAS Human Resources will require evidence of full vaccination prior to an employee's start date. The requirement that successful applicants be fully vaccinated is subject to any accommodation obligations CAS may have under the Ontario *Human Rights Code*.

We thank all applicants, however only those considered for interviews will be contacted

Salary: \$129,778 - \$165,633 (2021-2022) Competitive benefits package available. Related experience credit provided. Posting closes May 25, 2022.

Qualified applicants should submit applications to:

[Careers - Children's Aid Society London and Middlesex \(caslondon.on.ca\)](https://caslondon.on.ca) and click directly on <https://myavanti.ca/CareersatCASLM> to apply.