



## Director of Transformation Peel Children's Aid Society

*Child welfare is a rewarding career option that enables caring individuals to support the community and make a positive difference in the lives of children, youth, and families. As the third largest CAS in the province, we are proud of our ongoing innovation and leadership throughout the sector. Seeing well over 10,000 families a year, Peel CAS has the lowest number of children and youth in care per capita across Canada. 99% of the work we do is with children, youth, and families in their own homes.*

### The Opportunity

Reporting to the CEO, the Director, Transformation Office (DTO) provides strategic leadership expertise in the transformation journey to support an exceptional employee experience and deliver on Peel CAS' commitment to continuous improvement. The Director of Transformation takes on specific responsibilities related to implementing transformative changes and improvements within the corporate aspects of child welfare organizations or agencies.

### Principle Responsibilities

- Culture & Employee Experience: The DTO will lead initiatives to foster a cohesive organizational culture, enhance employee belonging, and develop comprehensive people practices and strategies that empower our workforce ensuring principles of diversity, equity and inclusion are at the forefront of decision making.
- Process Optimization: The DTO works with key members of the leadership team to support the streamlining and optimization of corporate processes within the agency including administrative functions, finance and human resources, ensuring that resources are utilized efficiently and effectively.
- Technology and Systems Enhancement: The DTO identifies and recommends technology solutions that improve corporate services. This includes implementing digital tools for financial, HR and data management.
- Data-driven Decision-making: Child welfare organizations handle a significant amount of data. The DTO works collaboratively with the Director of SDI to ensure data analytics capabilities within corporate services to support evidence-based decision-making and strategic planning.
- Performance Measurement and Reporting: The DTO establishes key performance indicators (KPIs) and reporting mechanisms for corporate services. This allows for regular monitoring of progress and the identification of areas needing improvement.
- Change Management: Implementing changes within corporate services can impact various departments and staff members. The DTO guides change management efforts, ensuring that employees understand and embrace new processes, technologies, and ways of working.
- Risk Management and Compliance: Child welfare organizations must adhere to regulations and standards. The DTO works to identify risk management strategies and compliance efforts related to corporate services to ensure the organization operates ethically and legally.
- Stakeholder Engagement: The DTO collaborates with stakeholders both internally (staff, management) and externally (government agencies, partners, funders) to ensure that corporate services align with the needs and expectations of all parties involved.
- Strategic Planning and Alignment: The DTO ensures that corporate services' goals and strategies are aligned with the broader mission and objectives of Peel CAS. The DTO will work alongside

- the Senior Leadership team and the Board in the development of the Agency's new strategic plan. This includes translating organizational goals into actionable plans for corporate services.
- Capacity Building: The DTO identifies training and development needs within corporate services to promote the development of staff skills and knowledge.
  - Innovation and Continuous Improvement: The DTO promotes a culture of innovation and continuous improvement. This includes encouraging staff to suggest process enhancements, explore new technologies, and seek ways to optimize resource utilization.
  - Organizational Alignment: The DTO will work with the CEO to recommend opportunities for improved alignment to the organizations structure to ensure appropriate staffing levels and support are available to support the delivery of child protection services aligned with the agency's mission, vision and values.

#### Education & Experience:

- Masters level education in human resources, public administration, business administration, or other relevant discipline, or the equivalent combination of education and experience
- A minimum of 10 years of experience in applying human-centered design and systems thinking to understand and improve the end-to-end service experience
- Experience in overseeing similar transformations is an asset
- PROSCI Change Management Certification is an asset
- Director level experience in the key functional areas of public sector strategy and consulting, business transformation, strategic planning, operations and/or customer service
- Extensive leadership experience with strong relationship building skills and the ability to influence and obtain buy-in and support
- Extensive experience managing large scale initiatives or strategic projects, managing change and ensuring deliverables are achieved
- Advanced analytical, problem solving and conflict resolution skills combined with an enhanced ability to execute and deliver results utilizing initiative and innovation
- Highly developed interpersonal and communication skills, with the ability to communicate at all levels of the organization
- Or an equivalent combination of education and experience that in the opinion of the Chief Executive Officer constitute adequate and suitable preparation for the position

#### Join Us

This is a one year management contract role. We offer a flexible work environment and a comprehensive salary and benefit package. For more information or to apply, please email Helen Doulos [hdoulos@peelcas.org](mailto:hdoulos@peelcas.org) by **October 6, 2023**. We thank all candidates for your interest in PCAS.

Peel Children's Aid Society is committed to diversity in the workplace and is an Equal Opportunity Employer. Should you require accommodation during the recruitment and selection process, please inform us so that we can ensure your equal participation in this process.

*For more information about Peel CAS, please visit [www.peelcas.org](http://www.peelcas.org)*