

University Settlement

23 Grange Road, Toronto ON M5T 1C3
Telephone: 416-598-3444 Fax: 416-598-4401
Website: www.universitysettlement.ca
Charitable #: 119279412RR0001



University Settlement
Founded in 1910

Over 100 Years of Service in the Community

JOB TITLE/POSITION: Director of Settlement and Social Services
DEPARTMENT: Settlement and Social Services
REPORTS TO: Executive Director

Date: January 2022

ORGANIZATIONAL OVERVIEW

University Settlement is a multi-service agency that was founded in 1910 and has the distinction of being one of the first community-based social service centres in the City of Toronto. The organization's three offices are part of culturally rich and vibrant neighborhoods in downtown Toronto and North York.

With a full-time and part-time staff of approximately 150, University Settlement delivers programs to address the needs of more than 8,000 unique users annually in a number of diverse areas including settlement services, English language classes, children's programs, employment training, senior services, music and arts education, day care and recreation programs.

The Settlement and Social Services Department offers LINC classes up to level 6, information and orientation services, workshops, and citizenship classes for newcomers. As a designated Seniors Active Living Centre, the department also provides culturally appropriate recreational programs and activities for seniors designed to reduce isolation and build social networks. Supportive counselling, one-on-one help with form filling and filing taxes, and workshops aimed at women and newcomers designed to build skills and connections, are also offered.

THE POSITION

Working as a member of University Settlement's management team, the Director of Settlement and Social Services is responsible for the day-to-day oversight and management of the organization's Settlement and Social services program at its three locations. Responsibilities include program planning, service development, creating and maintaining effective partnerships and collaborations, and leadership of an engaged staff team. In addition, this position is responsible for resource and funding development, financial management, maintaining excellent relationships with funders, and timely reporting.

QUALIFICATIONS:

- A University Degree in Social Work or equivalent combination of experience and education in a relevant field
- Minimum five (5) years management experience in a diverse, community-based setting with demonstrated abilities in programming, staff development and service delivery to newcomers
- Direct experience providing case management, group work, and information and referrals to newcomers, ideally in IRCC and/or NSP funded programs
- Proven ability to lead, motivate, coach and mentor a diverse staff team
- Demonstrated skill and experience with strategic planning, change management and program evaluation
- Excellent organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly
- Very strong interpersonal skills and the ability to build and enhance relationships with stakeholders, including funders, and develop and maintain strong partnerships and collaborations
- Experience working and managing staff in a unionized work environment
- Demonstrated financial management skills
- Strong communication skills and experience writing proposals, grant applications, reports and policy
- Fluency in a second language is an asset

RESPONSIBILITIES

Operational

- Manages the day-to-day systems and operations of the Settlement and Social Services department with a focus on identified newcomer populations and seniors
- Ensures the development and implementation of high quality settlement and social service programs
- Recruits, hires, trains, mentors, coaches and supervises staff and ensures staff development opportunities
- Oversees the training, supervision and mentoring of student placements and volunteers
- Works with finance staff to oversee all aspects of budget preparation and financial management of the department
- Assesses and interprets community needs, developing appropriate responses with the assistance of staff, community members and the advisory committees
- Reports in a timely manner, all financial and program statistics as required by the agency and funders

Funder and Partner Relations

- Networks with other community groups/community organizations to facilitate co-ordination of services and actively participates at relevant sector tables
- Maintains positive relationships with existing funders
- Researches and pursues new sources of funding

Represents the Agency

- Works with the management team to develop and manage agency-wide projects and promote interdepartmental collaboration
- Takes a leadership role with other management team members in the implementation of the strategic plan and manage resulting organizational initiatives
- Participates in agency-wide events and functions including planning and preparation of such events

Performs other duties as assigned

SCHEDULE: Full time position, 35 hours per week, some weekends and evenings

DETAILS: Non-unionized position

SALARY RANGE: Management Level, TBD

Terms of Employment:

A Police reference check satisfactory to University Settlement is a requirement of this position. University Settlement employees are required to be fully vaccinated against COVID-19 as a condition of employment.

Please send your resume and cover letter to info@universitysettlement.ca.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.