

## CAREER OPPORTUNITIES

**Date:** April 12, 2022

**Position:** Director of Programs and Services

**Duration:** FT Contract-12 Months

**Region:** Toronto

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*[Aptus Treatment Centre](#) delivers holistic, person-centered quality services to people who have intellectual disabilities, their families, and the community. Being a part of our team means that you will have continuous opportunities to learn and develop skills, share your interests with others and build positive, supportive working relationships with highly valued staff teams, students and volunteers. We welcome applications from exceptional, qualified candidates and look forward to meeting you.*

*This is a great opportunity for someone who is ready to move to the next step in their career.*

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### **Position Summary:**

The Director of Programs and Services provides guidance and leadership to ensure Aptus is fulfilling its' Mission, Vision and Values and ensuring that all support services meet designated outcomes, as outlined in the organization's strategic plan. The Director acts as a role model, demonstrating Aptus' Values in their work. Through intentional leadership, resource management, quality planning, implementation, monitoring and evaluation the Director of Programs and Services will ensure continuous quality improvement, staff engagement, stakeholder relations and adherence to all relevant legislative requirements.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Strategic Thinking:**

- Support the mission, vision and values of the organization, ensuring support elements of the strategic plan are implemented and all related outcomes are achieved;
- Anticipate future changes, opportunities and challenges while determining actions that will provide longer term benefits;
- Develop, review and refine identified program deliverables and ensure measurable outcomes to demonstrate impact.

- Provide leadership in developing required policies and procedures for the organization;
- Serve as a role model for Aptus employees by demonstrating intentional leadership, establishing collegial rapport with peers and across agency offices, setting expectations and service standards, and enabling staff to succeed within this framework;
- Foster open communication and teamwork and create a culture that embraces productive change and exemplary service;
- Create internal communication strategies that inform and motivate staff while building an understanding that staff are, at all times, ambassadors for Aptus ;
- Collaborate with staff for the creation of best practices regarding strategies for service and program delivery.

#### **Creative Problem Solving and Decision Making:**

- Identification of problems and determination of solutions by: understanding the situation; seeking additional information; developing and weighing alternatives, and; choosing the most appropriate course of action;
- Apply innovative approaches to old problems;
- Consider new and resourceful ways to deliver service as cost effectively as possible;
- Be open and responsive to new approaches and ideas;

#### **Relationship and Network Building:**

- Foster professional relationships to the advantage of Aptus and people supported;
- Proactively develop relationships with key stakeholders to facilitate inclusion and the delivery of programs and services dependent on the goals of the person supported. These relationships may include people supported and their families; healthcare professionals; educators; employers; legal professionals; politicians and governments; volunteers; the general public and the media;
- Maintain transparent, consistent, and trustworthy communication with all key stakeholders.

#### **Fostering Independence, Developing, and Leading Others:**

- Support increased commitment and ownership in others by enabling self-sufficiency and nurturing self-determination;
- Plan initiatives and create opportunities for employees that help create an organizational climate in which staff feel empowered;

- Mentor and support staff to focus both on accomplishing the agency's goals while accomplishing their personal and professional goals;
- Participate in agency-wide succession planning and ensure the development of specific succession planning and training strategies within the department;
- Cultivate and foster an environment that promotes development in others through encouragement, performance management and coaching;
- Identify staff training needs and develop action plans to address skill gaps.

#### **Advocating for Others:**

- Identify issues impacting stakeholders, share recommended solutions with CEO and senior leadership team, and champion positive change;
- Empower others to advocate independently and provide support only as needed;
- Exhibit enthusiasm and passion for empowering people supported to achieve best possible outcomes;
- Exhibit emotional resilience and the ability to maintain objectivity and balance.

#### **Managing Change:**

- Maintain an awareness of trends and relevant changes in the service system, government and society, to identify potential organizational impacts;
- Apply recognized change management principles, including engagement of relevant stakeholders in the change process;
- Ensure day to day operations are aligned with agency strategic goals and actions;
- Demonstrate a thorough working knowledge of the Collective Agreement and grievance procedures
- Provide leadership in the development and deployment of quality initiatives that support continuous quality improvement of services;
- Ensure mitigation of organizational exposure to risk and ensure operations and services are based on sound principles, policies and practices.

#### **Resource Management:**

- Demonstrate sound measurement, planning and control mechanisms to ensure the use of resources to maximize results;
- Ensure legislative, licensing, funding and related accountability mechanisms are fully adhered to;
- Oversee the budgets for department ensuring the effective allocation of financial resources and expenditures within the budget limitations provided;
- Oversee completion of all required reports;
- Assume additional unspecified duties as assigned.

## **QUALIFICATIONS**

- Degree or diploma in Human Services, Social Services, Psychology, or other related field or equivalent education and experience
- Strong understanding of intellectual, psychological and behaviour related disabilities and appropriate intervention protocols
- Thorough understanding of developmental services and related government regulations
- 5+ years of proven experience in a senior management role in a human services environment
- Demonstrated leadership ability, able to lead teams with a collaborative approach
- Strong critical thinking skills – able to assess situations from a strategic point of view
- Demonstrated ability to effectively deal with stress and pressure
- Self-motivated and proactive, with excellent planning, organizing, multitasking and time management skills
- Demonstrated financial/budgeting experience
- Demonstrated ability to motivate and manage self, teams and projects independently
- Strong interpersonal and relationship building skills (to build & maintain positive relationships with all stakeholders), outgoing and personable, comfortable in public
- Innovative and creative in problem solving to maximize available resources
- Strong conflict resolution, mediation and decision making skills
- Demonstrated ability to manage crisis situations
- Strong administrative and technological skills; Intermediate or higher level computer skills (Word, Excel, Power Point, Internet)

**Reporting to: CEO**

**Start Date: As soon as possible**

*“Aptus Treatment Centre will provide, upon request, accommodation to the materials and processes used in the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards”.*

*We welcome applications from all individuals regardless of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other characteristics that make each of us different.*

**PLEASE NOTE:** *To protect the health and safety of our staff, the people we support and their families and in the interest to follow strong public health measures, it is a requirement of employment at Aptus to be fully vaccinated against COVID-19 in accordance with our Vaccination Policy.*

**Please Quote Job Posting: DIRPROSER**

*Please send your letter of application and current resume to [bposen@aptustc.com](mailto:bposen@aptustc.com) by **5 pm on Monday April 25, 2022.***

*We thank all interested applicants, however, we will only contact those who best meet the requisite skills, experience and qualifications. Aptus is committed to providing a diverse, equitable, and inclusive workplace where everyone feels safe and accepted as their authentic selves. We actively seek qualified candidates who share our commitment to equity and inclusion and contribute to the diversification of ideas and perspectives that help us innovate and provide the best possible care to our clients.*