



Director of Programs

Full - Time (40 hours per week)

Accessible Housing opens doors to homes that are accessible and affordable for people with limited mobility. Through providing a continuum of housing and supports, we work to ensure that everyone has a home and belongs in community.

Job Description

Reporting to the Executive Director, the Director of Programs will be responsible for the program excellence of Accessible Housing, ensuring seamless team management and development, program delivery, quality control and evaluation. The Director of Programs will be the key external face of Accessible Housing in the community related to programs. As part of the Executive Leadership Team, the Director of Programs will participate in the development of Accessible Housing's strategic and operational plans and work with the Leadership Team on their implementation.

In addition to being evaluated on the below duties and responsibilities, the Director of Programs main areas of focus and key priorities are:

- Funder evaluations and meeting KPI targets
- Compliance with regulatory bodies
- Ensuring Resident/client satisfaction
- Ensuring Staff satisfaction
- Ensuring operating plans are in alignment with the organization's strategic plans
- Building and maintaining relationships with key stakeholders for both the programs and the organization as a whole

Duties and Responsibilities

Principles and Values

- Promote organizational values: integrity community, compassion and empowerment.
- Ensure that programs follow a client/resident centered, strength and evidenced based approach.
- Promote teamwork by creating a supportive, collaborative and open work environment.
- Demonstrate knowledge of agency philosophy, work in an ethical manner, and represent agency in a positive manner.

Leadership and Development

- Cultivate existing relationships with funders with the goal of ensuring sufficient resources, and access to services.
- Propose and implement strategies that would improve programs and services provided to clients.
- Develop and implement strategies that will maximize the synergies among program areas, facilitate and foster collaboration with all programs within the organization.
- In collaboration with the Program Coordinators and the Operations Manager and in accordance with the mission and goals of the organization; plan, develop and implement long term goals and objectives to achieve the successful outcomes of the programs.
- Monitor the effectiveness of Accessible Housing's programs. Provide thought leadership and direction to identify necessary changes and develop goals, objectives and activities to address those changes.

- In collaboration with the Program Coordinators and Operations Manager develop, implement and evaluate annual program goals and strategies that connect with the organizational goals and strategic priorities.
- Use strategic thinking and problem-solving skills to make decisions for the programs that take into account the best interests of the clients, the program and the organization.
- Liaise with other professionals, community leaders, funders and organizations; develop partnerships with other community programs and provide relevant information to the Leadership Team and their direct reports.
- Provide guidance to the organization to achieve program outcome in alignment with the strategic plan of the organization, and all regulatory compliance.
- Work with the Executive Leadership Team (ELT) to discuss/design/implement and execute innovative initiatives and strategies to further support clients/residents.
- Be available to take part in presentations at conferences and workshops to support the vision/mission of the organization
- Ensure compliance with all Accessible Housing policies, relevant standards and contractual funder agreements.
- Act as a resource for Accessible Housing in the community.
- Act as the senior executive to the management team when the Executive Director delegates.

Employee Relations and Education

- Be a role model for a client first philosophy to all team members.
- Create and foster a positive work environment resulting in high employee satisfaction and staff retention.
- Provide leadership and supervision to the Program Coordinators and Operations Manager. Set regular meetings with all direct reports to offer ongoing support and mentoring.
- Work with the Program Coordinators and the Operations Manager to create attainable 1, 3 and 5 year strategic plans.
- Ensure all program policies and procedures are adhered to.
- Identify and create any modifications required for program policies and procedures.
- In conjunction with HR, provide leadership and assistance to Program Coordinators and the Operations Manager with recruitment, training, performance management and disciplinary measures with their employees.
- Coordinate and/or conduct in-service training, program staff meetings and audit readiness processes.
- Ensure all direct reports and their staff have training in all the appropriate areas required by the organization, funders and regulatory compliance.
- Work with HR to document all staff training. With support from HR, recruit and train new team members.
- Develop funding proposals for the programs to ensure the continuous delivery of services.
- Review and use program KPI's and evaluations from funders to create action plans to address the areas that need improvement.
- Reward and recognize staff for their contributions. Provide coaching and address issues when needed.

Program Operational Management

- Ensure that program activities operate within the policies and procedures of the organization, as well as program funders.
- Ensure that program activities comply with all relevant legislation and professional standards.
- Support programs through licensing and accreditation audits.
- Oversee the collection and maintenance of records on the clients of the programs for statistical purposes according to the confidentiality/privacy policy of the organization.
- Track and report monthly, or as needed, outcomes for the program based on the organization or funder requirements.
- Write reports on the program for management and for funders.
- Communicate with funders as outlined in funding agreements.
- Ensure that the programs operate within the approved budget.

- Work with Finance to ensure financial reports and supporting documentation for funders are prepared as outlined in funding agreements.
- In collaboration with the Executive Director, develop an annual budget and operational plans to support the programs.
- Identify and evaluate the risks associated with the programs activities and take appropriate action to control the risks.
- Monitor the programs activities on a regular basis and conduct an annual evaluation according to the program evaluation framework.
- Report evaluation findings to the Executive Director and recommend changes to enhance the program, as appropriate.
- Develop and maintain knowledge of local market and competition within the industry.

Qualifications and Experience

- An undergraduate degree in the human services or business administration and/or not for profit management fields or related university degree.
- 5-7 years' experience as a Director in a nonprofit setting, or equivalent senior leadership role.
- Superior communication and organizational skills.
- Excellent problem solving and critical thinking skills.
- Strong leadership and relationship building skills.
- Working knowledge of OHS legislation, Accreditation Standards, Accommodation Standards, Protection for Person's in Care (PPIC), Residential Tenancies Act (RTA), and any other regulatory compliance as necessary.
- Strong financial management skills.
- Ability to read and interpret financial reports and P&L statements, with capability to make business decisions based on reports.
- Knowledge of where to find funding options and opportunities for grants.
- Knowledge of the homeless serving sector, "Housing First" and "Harm Reductions" models.
- Experience working with persons with disabilities and limited mobility.
- Demonstrated excellence in interpersonal skills, team building and empowerment.
- Knowledge of supportive living and healthcare services.

Core Competencies

- Strategic Perspective: Emphasizes the broader, longer term vision and values of the organization as a means of guiding decisions and actions.
- Leadership: Communicates the organizations vision in ways that gain the support of others. Mentors, motivates and guides others toward goals. Ability to inspire, motivate and coach team members. Able to build a positive and dynamic team.
- Communication: Comfortable using a broad range of communication styles and choose appropriate, effective ways to communicate to different audiences in diverse situations.
- Manages Change: Has the ability to implement and deal with change and creates the environment that helps people change. Facilitate changes internally and externally and reinforces them until they become part of ongoing culture and process.
- Empowers Others: Gives employees' confidence and allows freedom to complete tasks.

Working Conditions

- The Director of Programs usually works in an office environment, but the mission of the organization may sometimes take them to non-standard workplaces.
- The Director of Programs works a standard work week but may be required to work some evenings and weekends to promote Accessible Housing programs, monitor program activities and engage the community.
- The Director or Programs must be willing to provide backup on call support to program teams.
- The Director of Programs works in locations where he/she is in direct contact with clients and residents. This includes at-risk persons.
- The Director of Programs will be required to travel frequently in and around the region.

Application Information

Accessible Housing operates as an open, dynamic, highly functioning team which values compassion, community, integrity and empowerment. If you are looking for a rewarding career with an established and caring culture, please submit your resume along with a cover letter indicating your desired salary range to: resume@accessiblehousing.ca

Only those selected for an interview will be contacted.

Closing Date for Applications: Until suitable candidate is found

Accessible Housing employees enjoy competitive compensation, extended health and dental benefits, a matching RRSP after one year of service, an accelerated schedule for earning additional vacation days, your birthday off, and a flexible work environment.