



DIRECTOR, INTEGRATED SOCIAL SERVICES
INTEGRATED SOCIAL SERVICES DIVISION

ONE (1) PERMANENT FULL-TIME POSITION

POSTING NUMBER:	64-2024	STATUS:	EXTERNAL
POSTING DATE:	SEPTEMBER 13, 2024	CLOSING DATE:	OCTOBER 4, 2024
AFFILIATION:	MANAGEMENT	HOURS PER WEEK:	35
SALARY GROUP:	14	ANNUAL SALARY:	\$124,701.68 – \$146,707.83

POSITION SUMMARY:

Under the direction of the Chief Executive Officer (CEO) and as a member of the Executive Management team, the Director of Integrated Social Services is responsible for the overall strategic management, direction, and operation of the Integrated Social Services Division. Responsibilities include overseeing program administration and administering policies and procedures. The specific responsibilities of the position include the efficient and effective operation of the mandated programs and services including Social Assistance Programs, Intake and Eligibility, Childcare/Early Years Programs, Homelessness and Housing Programs. The Director of Integrated Social Services acts as back up to the CEO and as the Ontario Works Administrator in the absence of the CEO.

MAJOR RESPONSIBILITIES:

CORPORATE RESPONSIBILITIES:

1. Participates as a member of the Executive Management Team by providing input into proposed organizational reviews; human resource management with respect to vacancy review, attrition planning, succession planning and filling vacancies; cost savings programs and initiatives; major issues management; and performance management.
2. Participates as a member of the Executive Management Team by providing input into the development and ongoing review of the Board's Strategic Plan as it relates to the Division including plan implementation, coordination, and program delivery; coordinating interdepartmental work plans; providing and sharing information; reviewing corporate policies and procedures; and preparing and reviewing capital and operating budgets.
3. Monitors and establishes standards for service delivery, ensuring they remain consistent with changing community needs, directives, and the Board's Strategic Plan.

4. Liaises with and responds to inquiries from internal divisions/departments, other service providers, all levels of government/agencies, community and user groups, and the public; maintains appropriate media relations on issues of community and corporate concern.
5. Attends Board meetings and provides oversight and direction related to all departmental reports and presentations to the Board of Directors.

DIVISIONAL RESPONSIBILITIES:

1. Leads and directs the general and financial management and the day-to-day administration of the Division.
2. Develops, plans, implements, and monitors short- and long-range Division objectives consistent with the Board's Strategic Plan, ensuring the highest level of service possible.
3. Develops, administers, and maintains policies and procedures consistent with Corporate and Divisional objectives.
4. Prepares information, reports, letters, and memoranda to the Board; attends Board and Committee meetings, public hearings, community, and other public meetings as required; makes presentations and provides recommendations on matters pertaining to the ISS Division.
5. Develops and administers the annual division budget; ensures budget requests are consistent with the Division's operating objectives while maintaining optimum cost-benefit relationships.
6. Assesses short- and long-term Divisional staffing requirements; makes recommendations for amendments to complement and organizational structure.
7. Directs Division staff in the areas of recruitment/hiring, staff development, performance management/review, attendance/disability management, coaching/mentoring, health and safety, collective agreement administration, and discipline and termination decisions, monitors for compliance with Corporate policies and procedures and applicable legislation.
8. Performs such other related duties as may be assigned.

STATUTORY & LEGISLATIVE RESPONSIBILITIES:

1. Directs the approval of all mandated requirements under the applicable legislation.
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QUALIFICATIONS:

Education/Experience

- University degree in business or public administration, social services, or a related discipline.
- Minimum 10 years of successful senior management-level experience in Human Services.
- Experience in business management, planning, budgets, and finance.
- Experience in the various components of human resource management.
- Knowledge of applicable legislation and related regulations.

Skills/Abilities

- Superior ability to communicate effectively and concisely, both orally and in writing.
- Superior ability to deliver presentations to a variety of audiences and to skillfully handle on-the-spot questions from senior officials, members of the Board, special interest groups, and the media.
- Ability to establish and maintain effective working relations with members of the Board, public officials, subordinates, co-workers, union officials and the public.
- Ability to identify, understand, and meet/exceed the requirements of internal and external customers.
- Ability to think and act strategically in a public sector environment, including the ability to conceptualize and implement departmental change strategies.
- Excellent project/time management, analytical/critical thinking, problem-solving, and decision-making skills.
- Proven acumen in business and financial management, with the ability to improve Divisional effectiveness and efficiency through the management and utilization of human, financial, and physical resources.
- Strong leadership skills, including the ability to direct, motivate, evaluate, and recognize staff; proven ability to share skills and knowledge with others.
- Proven conflict management abilities and mediation skills.
- Proficiency with office computer equipment and software.
- Competent within the meaning of the Occupational Health & Safety Act.

CONDITIONS OF EMPLOYMENT:

- Must undergo a successfully police records check, Type 2.
- Use of a vehicle may be required.
- Travel may be required.
- May be required to work irregular hours.
- Must maintain confidentiality.

HOW TO APPLY:

Applications must include a completed TBDSSAB application form, cover letter and resume. Please be sure to reference the position title and the competition number. Applications may be emailed, faxed, or delivered to the TBDSSAB location by 4:30 pm on the closing date to the attention of:

Human Resources
The District of Thunder Bay Social Services Administration Board
231 May Street South
Thunder Bay, ON P7E 1B5
Email: careers@tbdssab.ca | Fax: (807) 345-2466

Applicants currently employed by the TBDSSAB must complete the [Internal Application Form](#). All other applicants must complete the [TBDSSAB External Application Form](#).

Application forms are available on our website or are available for pickup at the TBDSSAB location. For more information on employment opportunities at TBDSSAB, please visit our [website](https://www.tbdssab.ca/about/careers/):
<https://www.tbdssab.ca/about/careers/>

ADDITIONAL INFORMATION:

- Applications received for this position will not be acknowledged unless you are being notified of an interview.
- Reasonable accommodations are available upon request for all parts of the recruitment process.
- As an equal opportunity employer, the TBDSSAB encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.



**Baakaakonaanan
Ishkwaandemonan**
Opening Doors for You