

Job Description **Director, Service Delivery**

About Roots Community Services

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities. We aim to assist our clients by providing pathways to achieve their full potential and find solutions to improve their health, well-being, and quality of life.

To achieve our goals, we are recruiting people passionate about delivering culturally relevant, responsive and affirming care that will inspire individuals to improve their well-being.

The Position

The Director, Service Delivery, is a member of the Senior Management Team and is accountable for providing leadership and strategic direction consistent with the RootsCS' strategic goals. This includes the overall planning, development, delivery and effectiveness of day-to-day programming. The Director will build and mentor a high-performing team responsible for a service-oriented, culturally responsive approach to the ongoing and emerging needs of the communities served by RootsCS. The Director will maintain professional relationships with community stakeholders and leaders at all levels and stay current on region-wide initiatives and developments in the sector.

Terms of Contract:	Full-time position with terms and conditions reviewed annually. Contract term to March 31, 2026. Renewable on April 1 of each year, based on funding availability and satisfactory performance.
Hours of Work:	35 hours per week
Compensation:	\$109,200 – \$119,000
Start Date:	Immediate opening
Reports to:	Chief Executive Officer

Major Duties & Responsibilities

The major responsibilities for this role include, but are not limited to, the following:

Leadership

- In collaboration with the Chief Executive Officer and the Senior Management Team, plan, develop and implement strategies, goals and objectives to support the strategic direction and growth of RootsCS
- Identify and stay current with policies and trends in the external environment that may affect RootsCS and its service delivery; compile, analyze, and report on these trends, identifying issues and developing and recommending solutions
- Participate in developing and delivering reports, documents, and presentations to internal and external stakeholders
- Assist in developing and updating program policies, guidelines, procedures, evidence-based management practices, and quality improvement plans for effective program implementation to support exceptional delivery of services
- Assume responsibility for program budgets, expenditures and funder reporting for contractual compliance in collaboration with program managers and the Manager of Finance
- Provide back-up support to other members of the Senior Management Team.

Supervision

- Supervise and conduct performance evaluations of direct reports, assign work, review the quality of results, and evaluate the overall performance of programs
- Provide clear direction, performance expectations, standards, orientation, coaching, guidance, and staff support, ensuring they have the tools to deliver quality services that result in high client satisfaction
- Ensure adherence to agency vision, values and mission, program goals and outcomes, and the various legislations and legal requirements under which RootsCS operates
- Encourage and model the goal of continuous learning and improvement
- Guide others to ensure understanding of ethical practices
- Encourage, develop, sustain, and reward cooperative working relationships; understand team dynamics and how to facilitate good teamwork; foster commitment, team spirit, pride, trust, and group identity.

Service Delivery

- Lead the Service Delivery team in its commitment to delivering exceptional client-centred programs and services
- Develop and implement program evaluation processes that are client-friendly, practical for use by staff, and geared to providing both the information required by

fundings and information that will facilitate ongoing internal program review and improvement

- Develop and oversee an integrated dashboard for program metrics that are consistently collected and compiled to measure the performance and outcomes of programs
- Coordinate program resources in line with strategic direction; ensure programs are monitored regularly to track progress, outcomes and optimal use of resources; recommend changes to enhance programs as appropriate, ensuring adjustments are made in a timely manner
- Ensure the integration of RootsCS' programs and services with the best use of staff and other resources to serve clients while maintaining the specific mandates of individual programs according to funding, partnership and other agreements
- Ensure that quality assurance and improvement practices are used to measure the success and satisfaction of clients
- Ensure timely compilation of reports from each program for delivery to the Senior Management Team, Board of Directors, funders and other stakeholders.

Collaboration

- Participate in committees, working groups and knowledge-sharing opportunities with community partners
- Participate in broad-based planning through affiliation with other community organizations to foster an interdisciplinary, coordinated approach to programming activities and resource utilization
- Ensure good information flow; develop and participate in effective communication mechanisms
- Facilitate collaboration across teams to achieve common goals, break down barriers, and promote the sharing of expertise and resources.

Administration

- Develop the annual operating plan, budget, and evaluation framework in alignment with RootsCS's strategic plan for programs within the context of the agency's funder agreements
- Ensure all appropriate laws and regulations are communicated to staff, understood, and adhered to (e.g., Occupational Health & Safety, WHMIS, Employment Standards Act, Ontario Human Rights Code, Municipal by-laws, Child and Youth Act, etc.)
- Monitor and enforce occupational health and safety regulations, providing a safe environment for staff, clients and visitors
- Ensure staff follow the Code of Conduct and the appropriate professional Code of Ethics
- Manage risks associated with program activities and take appropriate action in

consultation with the Chief Executive Officer

- Participate in staff and team meetings and professional development opportunities as required.

Qualifications and Skills:

- Master's level degree in Public Administration, Social Work (MSW), Mental Health, or equivalent education in a related human services field
- Registration with an applicable regulatory body is highly recommended
- Minimum 5 to 7 years of experience in community health and social services with progressive transition to senior-level
- Interpersonal skills, capable of developing consensus and motivating individuals in mixed and complex working environments, both within and outside the organization, to achieve common goals and outcomes
- Highly skilled in program planning and project management with demonstrated results in business planning, budgeting and resource allocation
- In-depth knowledge of the issues, legislation and regulations affecting program delivery for a range of client demographics
- Strong understanding of the specialized needs of Black communities experiencing challenges related to anti-Black racism and systemic discrimination
- Knowledge of and sensitivity to the lived experiences and diverse needs, identities and backgrounds of the Black population in underserved communities
- Strong analytical thinking, planning, prioritization and execution skills
- Ethical and independent, demonstrating high professionalism and respect for confidentiality and privacy
- High-level judgment and initiative in problem resolution of complex issues in both people and operational areas
- Excellent verbal and written communication skills
- Ability to work flexible hours and in a fast-paced environment
- Valid Driver's License with own transportation is a must
- Successful candidates must provide a satisfactory Vulnerable Sector Check prior to commencing employment.

As part of our mandate for inclusivity, reasonable accommodation can be made for all incumbents to perform the described physical functions of the job.

RootsCS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, LGBTQ, and persons with disabilities, among other self-identified diverse groups. We also provide accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage.

This job description indicates the key responsibilities and core functions of the position. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required.

All employees are expected to participate in special assignments as a team-oriented and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc. Employees are expected to contribute to ongoing department growth and improvement via excellent job performance and proactive communication. Each employee and team are integral to RootsCS' mission.

Please forward your application with a cover letter to careers@rootscs.org, with the subject line, Director, Service Delivery. Please note that we will review applications as they are submitted until the position is filled.

We thank all applicants for this position; however, we will contact only those candidates selected for an interview.