



POSITION: Senior Manager of Community Services
LOCATION: Travel within York Region, Ontario
REPORTS TO: Chief Operating Officer

About 360°kids

360°kids is paving the way forward when it comes to assisting at-risk youth, surrounding them with care, and offering them the support they need to rebuild their lives. Our expertise and reputation as a leader in this sector ensures that we are at the forefront of the fight against the issues that can impact the youth of today. While there are certainly challenges, our efforts and our successes have been recognized as we were recently named by [Maclean as one of Canada's best charities for 2020](#).

360°kids currently operates 24 collaborative programs that are all aligned to the primary focus of supporting young people that are homeless or at risk of homelessness. Our programs are guided by the vision of our incredible team who work diligently to realize our mission of helping at-risk youth overcome crises and transition to a state of safety and stability. We know that the people that make up our team are critical to the success of our mission which is why we motivate and support them in a culture of open communication and fun.

For more information please visit our website at www.360kids.ca

About the Opportunity

360°kids currently has an exciting opportunity for a **Senior Manager of Community Services** to join our team in York Region on a full-time basis. This is a newly created role.

The Senior Manager of Community Services will ensure excellence in the delivery of the 360°kids' services in the community, through sound and effective social service management. This Senior Manager will be responsible for the execution and fulfillment of program plans, program evaluation and managing accountability to funders. Building a solid team of service delivery staff will be critical and this will involve evaluating, overseeing and providing staff development and training. A key responsibility will be to build a solid management team by providing strong leadership, supervision, and mentorship to the Program Managers.

As our new Senior Manager of Community Services, you will report to the Chief Operating Officer as you work to realize your vision of operational success and continue to develop and grow programs that supports at-risk youth who are homeless or are risk of homelessness. This strategic role will see you planning, leading, executing, and managing the Employment and Community Supports programs in accordance with your own expertise and best practice as well as regulatory requirements, 360°kids' policies, and the mission and objectives of the organization.

Your work in this role is to develop, direct, and implement approved strategies and plans that will enable you to make a tangible impact as you work to improve the lives of others. While you will be supported by COO and Senior Management team you certainly won't be micro-managed which means you can utilize your experience and skills to build something new and realize your vision for successful program delivery.

While no two days in this exciting role will ever be the same, your more typical responsibilities will include:

Program Planning and Financial Management:

- Ensures ongoing evaluation of programs are in place and ensures that programs and activities comply with applicable standards and laws and are fulfilling the approved strategic plan of 360°kids.
- Works with Chief Operating Officer to ensure Quality Assurance plans are in place for program areas



- Ensures program plans and processes are in place for each program area and staff are oriented to their respective plan.
- Assumes accountability for sound financial management and appropriate controls of the respective Program(s) budget. Provides leadership and direction with regard to financial management of the Programs.
- In conjunction with the Managers of Program(s) prepares annual operating budgets in accordance with the needs of both the program and 360°kids for submission to the funder and/or the Board of Directors.
- Monitors the program's finances and the development and implementation of action plans, supports fund-raising, as needed, to improve financial performance.
- Develops funding proposals and managing accountability to funders. Informs the COO around any issues or concerns.
- Communicates issues and concerns to COO; Identifies and responds to sector trends, working closely with the COO and Management team to address service gaps to meet the emerging needs of at-risk youth in the community.

Leadership and Team Management:

- Provides direction to the Manager(s) of Programs regarding operations and programs, in accordance with the program plans and approved Strategic Plan of 360°kids.
- Ensures that appropriate policies, procedures, and methods are being utilized; that the Programs are in line with the stated mission, values, and operating principles of the organization and that the Programs and activities comply with applicable standards and laws.
- Provides leadership to the Program Manager(s) and manages for high performance focusing on empowering staff, team building, coaching/ mentoring, and motivation of employees.
- Ensures that 360°kids' policies and procedures are being utilized and communicated to program staff through the Management team and that all staff completes mandatory recording and reporting.
- In conjunction with the Chief Operating Officer will develop/implement new and existing programs.
- In the event of a crisis or critical incident, exercises judgment and initiative in effectively communicating with the COO, CEO, appropriate Ministries, and other interested parties.

Developing Partnerships and Community Relations:

- Collaborate with a broad range of stakeholders in the creation and facilitation of effective partnerships for 360°kids.
- Forges relationships with funders, service providers and other organizations to address program gaps and to strengthen service delivery.
- Responsible for relations with the communities being served by the programs and with the general public. Promotes the public relations activities of the programs and is aware of the public relations activities of the organization.
- Conducting speaking engagements as a strong ambassador for 360°kids within the community
- Represents the organization in the external community, including sitting on committees, task forces and councils, in its relationships with various segments of the community service agencies and other constituencies such as government and regulatory agencies.

Reporting and Other Activities:

- Manages reporting submissions to funders for managed programs, i.e. Counselling, YITW, ATS, YOW's, L.E.G.I.T, ASP, Youthrive, Employment, Nightstop Local Program, Home Base Vaughan.
- Provides reports and related information as required to the COO, CEO, Board of Directors, other designated organizations, and appropriate regulatory agencies.
- Participates in the 360°kids' on-call rotation to provide support for staff and program operations outside of core hours (evenings, weekends and holidays) in emergency situations.
- Hours of work will be typically 9am-5pm with flexibility to accommodate program needs, agency events, emergencies, etc.
- Other duties as required



In order to qualify for this role, you will need a **bachelor's degree or Master's degree in Social Work or a Child/Youth related field (e.g. Child and Youth, Social Service Worker, Social Worker, Psychology, Sociology)** along with a **minimum of six + years of management experience** preferably in a non for profit environment. You'll also need a current First Aid/CPR certification, current vulnerable sector screening (criminal background check), as well as a car and a valid driver's license with a clean driver's abstract and \$2 M liability insurance. Experience working with youth and individuals through trauma from a mental health perspective as well as experience working collaboratively with families within a mental health setting is also an asset.

As our ideal candidate, you'll be a highly motivated and results-oriented individual that is capable of thinking outside of the box in order to promote growth and continuous improvement with a broad knowledge of community resources, including trends and gaps. Your strong communication skills and aptitude for stakeholder management will combine with your empathetic nature allowing you to succeed while you work towards many competing demands and deadlines. As a leader within our organization, you'll lead by example with a passion for the work that you do, a desire to continuously learn and grow, an aptitude for finding opportunities to grow the program and drive it forward, and the ability to build quality relationships with the community, your colleagues, your direct reports, and the greater team. Excellent administrative and organizations skills, finance and budgeting experience and superior presentation and public speaking skills will round out your portfolio.

Finally, individuals that are passionate about the work that they do and are eager to help young people thrive will excel in this role.

About the Benefits

In exchange for your hard work and dedication, you will be rewarded with a **competitive salary based on skills and experience**. As an employer of choice we reward our team with a total rewards package that includes:

- Extended health & dental.
- Long term disability, AD&D and Life Insurance.
- 4 weeks' vacation/yr on joining.
- 1 extra week of vacation/yr for participation in on-call duties.
- 12 sick days a year.
- RSP employer matching of up to 2%.
- An environment that supports continuous learning.
- Opportunities for career growth.
- A positive staff culture that provides opportunities to connect with your coworkers such as our summer BBQs, holiday parties, and team-building events.

Upon joining 360°kids you'll be welcomed into a fun and collaborative environment where we truly value our employees and want to see them succeed.

If you're looking for a leadership position where you can use your innovation and passion to make a lasting, positive impact on our community then apply now!

TO APPLY PLEASE VISIT OUR CAREER PORTAL AT: www.360kids.ca/careers

POSTING DATE: January 18, 2021	CLOSING DATE: February 1, 2021
--------------------------------	--------------------------------

360°kids is an equal opportunity employer. We welcome diversity in the workplace and encourage applications from all qualified candidates. We thank all applicants for their interest however only those selected for an interview will be contacted. 360°kids offers accommodation for applicants in our recruitment processes, if you are contacted regarding a job opportunity please advise if you require accommodation.