



Springboard's mandate is to build stronger communities by helping youth and adults develop the skills they need to reach their full potential. As a charitable organization, we deliver innovative, professional and diverse programming by establishing partnerships between our clients and their community. Springboard's program areas include community justice, employment and developmental services

### Internal/External Posting

**Position Title:** MANAGER, DEVELOPMENTAL SERVICES  
**Department:** Developmental Services  
**Location:** Toronto (multiple locations as per program requirements)  
**Status:** Full-time permanent  
**Vacancy Number:** DS-U19-54

---

**Available:** ASAP  
**Hours/Shifts:** 5 days/40 hours per week  
(Schedules are subject to change based on operational needs)

#### **Position Summary:**

Springboard is seeking a highly motivated Developmental Services Manager (DSM) to administer, manage and enhance the operation of our residential and community support programs - in accordance with all related contractual agreements and legislative requirements with Ministry Children, Community and Social Services. Liaising with external stakeholders, including government, other service providers and families of clients, the DSM builds and nurtures these relationships in order to ensure Springboard's presence and viability in the communities we serve.

Reporting to the Director, Operations, you will be responsible for participating and executing strategic goals of our community support program for adults with developmental disabilities.

As part of the senior management team, you will be responsible for overseeing community support programs for adults 18+ years of age with dual diagnosis and developmental disabilities. Our community supports include; residential services and community-based programming. Our residences include two locations that provide 24-hour support to adult males and our community-based programming includes; Seeking Opportunities Accessing Resources (SOAR) and Fee For Service recreational therapies. The program operates with 40 full and part-time unionized and non-unionized employees as well as student and volunteer placements. As a program leader you will support your team in providing a high standard of client services so that those living with disabilities can achieve their full potential.

Additionally, as part of the senior management team you will actively participate in the development and furthering of organizational strategic planning, program evaluation, communications and contingency/liability mitigation. In the role, you will be expected to demonstrate professionalism through excellence in knowledge, judgement and behavior and will demonstrate our core values of inclusivity, collaboration, innovation, care, and integrity.

#### **Key Responsibilities:**

- \* Application of Quality Assurance Measures (QAM) within the developmental services sector
- \* Financial and administrative management;
- \* Human resources management
- \* Statistical compilation, analysis and reporting
- \* Report and proposal writing; and adherence to all Agency and Funder policies, procedures and guidelines
- \* Manage and develop relationships with stakeholders to support current service delivery, organizational initiatives and ongoing project development
- \* Participate in the development, negotiation and monitoring of contracts across all levels of government
- \* Oversee and approve program budgets, purchases and expenses in accordance with Springboard financial policies and procedures
- \* Inform and lead expansion of residential services

### **Required Qualifications:**

- \* Post-secondary education in a related field plus a minimum of five (5) years' supervisory experience
- \* Five (5) years' experience in social services and community development
- \* Experience in motivating and empowering teams through planning, directing, monitoring and evaluating and through training, career support, recruitment and performance management.
- \* Experience in financial management and marketing of an organization and its services
- \* Experience in program, design development and implementation
- \* Demonstrated successful project management experience
- \* Ability to effectively build and manage relationships with external stakeholders, including all levels of government, other service providers and clients' families
- \* Solid understanding of programs, relevant Acts and legislation for highly complex needs adults with developmental disabilities
- \* Proven experience to collaborate and problem solve within a unionized environment.
- \* Demonstrated experience in a leadership capacity to enact change and adapt supports and services to respond to evolving needs
- \* Experience in growing and expanding programs
- \* Exceptional organizational, time management, interpersonal and communication skills
- \* Experience in the not-for-profit housing sector or supportive housing.
- \* Proven computer skills in Microsoft Office
- \* Current Police Records Check & vulnerable sector screening

### **Preferred Qualifications:**

- \* Ability to speak French

**Posting Date:** July 16<sup>th</sup>, 2019

**Springboard provides comprehensive benefits, pension and vacation plans to help support our people and their families.**

### **To Apply:**

To be considered for employment at Springboard, applicants must be willing to undergo a police clearance/VSS, occupational medical assessment and provide both references and documentation of their credentials. Please apply on line through [careers@springboardservices.ca](mailto:careers@springboardservices.ca). To be considered you must include the vacancy number in the subject line of your email while applying. Application submission should be included as one attachment in either Word or PDF.

**Deadline for Internal applicants: September 06<sup>th</sup>, 2019 at 4:00 pm.** Please provide your Cover Letter and Resume and a duly completed Application for Internal Transfer form (as applicable). Application submission should be included as one attachment in either Word or PDF.

**Deadline for External applicants: September 06<sup>th</sup>, 2019 at 4:00 pm.** Please provide your Cover Letter and Resume. Application submission should be included as one attachment in either Word or PDF.

**Resumes received after the above-stated deadline/s will be considered at the discretion of the hiring supervisor.**

**No phone calls please. Only persons selected for an interview will be contacted. Thank you for applying.**

**Springboard is committed to employment equity and fair and accessible employment practices. Applications are encouraged from those who reflect the diversity of our community. Accommodations will be provided for job applicant with disabilities, where needed and on request, to support their participation in all aspects of the recruitment process providing the applicant has met the bona-fide requirements for the vacant position.**