



STELLA'S PLACE

JOB POSTING

Position: Director of Program Operations

Date: August 2017 (*Applications will be accepted until position is filled*)

Join the Executive Leadership Team at Stella's Place, an innovative mental health service for young adults (16-29 years), where your leadership will have a visible impact. We are at a critical and exciting stage in our growth – we have laid the foundation and infrastructure for a new and engaging model of mental health care for young adults and are now delivering services (at Stella's Place and in collaboration with key partners in Toronto), seeing results, and changing lives. Co-designed with young adults, our delivery model ensures access to integrated peer and clinical supports, signature evidence-based interventions and training programs, holistic wellness services, and leading-edge use of technologies.

Reporting to the Executive Director, and working closely with the leadership team and Board of Directors, the **Director of Program Operations** will be responsible for strategic planning and change leadership, program development and evaluation, day-to-day clinical and recovery services operations and financial management, program staff development and supervision, team building, and stakeholder relations. Day-to-day, you will lead a Toronto staff team of 25 exceptionally-committed practitioners, and coach/manage program leaders, ensuring appropriate culturally-responsive and inclusive services and programs are delivered to young adults through a community that embraces an anti-oppression framework and inclusive values-based practice.

As a thoughtful, change leader, you plan strategically for sustainable program growth and quality improvement. The **Director of Program Operations** will build on Stella's Place strong clinical evidence-based approaches and rethink practice to better service young adults and ensure inclusion, accessibility, and equity-enhancing organizational practices. You will play a key role in managing change integration across multiple programs/services and stakeholders through effective transition planning and communication. Stella's Place has always envisioned our model being widely available, and this role would play a key part in consolidating the model (through delivery and evaluation) and implementing a strategy for scaling.

DEMONSTRATED KNOWLEDGE, SKILLS, AND EXPERIENCE

To be considered for this position, you must have a Master's degree in a health discipline (including membership in a professional college) or equivalent depth of leadership experience and demonstrated exemplary clinical skills with knowledge of best practice guidelines and evidence-based approaches.

You will have held progressively-responsible clinical positions (from front-line to management) in a mental health and/or addictions, health, education or community organization. In addition, you will have:

- Proven abilities in program development, management, change management and organizational growth and capacity building
- A commitment to, and experience with, building and leading an organizational culture that practices from an anti-oppression approach and prioritizes diversity responsiveness
- Experience providing clinical services to young adults (16 – 29 years of age) or management-level contribution to a service delivery environment
- Interest in collaborative policy development and implementation of equity-enhancing practices across the organization
- A well-developed and broad network within the community of mental health/addictions, health, education and community service providers
- A demonstrated commitment to peer support and recovery-oriented practice
- Demonstrated understanding /working knowledge of information management and data reporting requirements of health funders
- Proven experience with Client Information Management Systems, Personal Health Record management and Health Information Custodian requirements
- Strong technology skills and an interest in developing and delivering innovative online services to address the preferences of young adults
- Proven experience with program financial management, forecasting, budgeting, and reporting, and with grant and government operating fund reporting
- Experience with human resources planning and oversight

RESPONSIBILITIES

1. Clinical and recovery program/services operations oversight:

- Ensure all programs/services are inclusive, values-based, and are guided by an anti-oppression framework
- Provide oversight to ensure clarity of program vision and delivery against key imperatives/differentiators including integration of clinical and peer supports, codesign, and online delivery

- Lead implementation of quality improvement initiatives including accreditation, evaluation, analytics review, feedback from staff and participants
- Lead client information management practice to ensure effective delivery according to best practices; develop and monitor infrastructures for data gathering, safe-keeping and analysis of participant-related clinical, peer and evaluation data in compliance with privacy and security regulations
- Ensure services are planned, delivered and evaluated in accordance with professional standards, best practice guidelines and legislative and funder requirements (Health Information Custodian, PHIPA, data reporting to funders)
- Make recommendations regarding expansion, quality improvement, consolidation, and discontinuation of programs based on resources against metrics/outcomes
- Ensure program development is based on input, feedback and needs of young adults, as well as evaluation data and evidence-based approaches
- Set strategic goals/plans for annual delivery

2. Human resources planning and management:

- Ensure resources are in place to deliver programs and services
- Coach/manage program leads; provide coaching to project and program leads where new projects are initiated
- Ensure hiring practices align with organizational values
- Ensure program staff have access to resources, supervision, support, ongoing developmental feedback, continuing professional development

3. Partnership development and management:

- Establish and maintain strong working relationships with Toronto-based service partners and identified key stakeholders
- Identify and develop partnership agreements with key collaborators in program development, service delivery and evaluation

4. Financial management and accountability:

- Develop and operationalize budgets for each program area
- Ensure financial targets associated with clinical, recovery and peer program operations and delivery are met; monitor budget allocations
- Lead grant and government operating fund reporting

5. Executive Leadership Team participation:

- Participate in organizational planning, strategic planning, growth management and implementation

- Provide leadership in development of policy framework and implementation of equity practices across the organization

JOB STATUS, HOURS, AND REMUNERATION

- This is a full-time position available for immediate hiring (August 2017)
- You will work a standard work week but may be required to work some evenings and weekends to ensure stakeholder inclusion. Our organization supports flexibility in work arrangements.
- You will report to the Executive Director
- We offer a competitive salary and benefit package commensurate with experience.

DIVERSITY, EQUITY, AND ACCOMMODATION

Stella's Place is committed to having a workforce that is reflective of the diversity of the City of Toronto in general and of our participants in particular. We strongly encourage applications from: racialized persons, indigenous persons, persons with disabilities, persons of minority sexual orientation or gender identity, and all those who can provide different perspectives and contribute to diversification at Stella's Place.

Stella's Place is committed to hiring practices that are inclusive and barrier free. Stella's Place will provide reasonable and appropriate accommodation during all stages of the hiring process in accordance with the Ontario Human Rights Code in order to ensure the equal and fair assessment of all job applicants. Applicants are asked to make any accommodation request in advance.

YOUR APPLICATION

Interested and qualified candidates are invited to forward a letter of application and a detailed resume to:

Rosanne Wild, Human Resource Consultant
Stella's Place
rosanne.stellasplace@gmail.com

We thank all candidates for their interest. We regret that only those selected for an interview will be contacted.

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