



## JOB POSTING

<b>Date posted</b>	Wednesday, December 21, 2011
<b>Title</b>	Director, Developmental Services Ontario Eastern Region (DSOER)
<b>Status</b>	Permanent
<b>Type</b>	Full-time with benefits
<b>Language</b>	Fluently bilingual in both official languages - essential
<b>Closing Date</b>	Monday, January 30, 2012

Service Coordination des services (SCS) is a not-for-profit bilingual organization managed by a volunteer Board of Directors which works with and for families and people with intellectual disabilities residing in the region of Ottawa. SCS serves adults and children by providing information and referral services and case management support. An important goal is to empower families/individuals to make informed choices about the supports they seek.

Reporting directly to the Executive Director, the Director of the Developmental Services Ontario (DSO) Eastern Region is responsible for the planning, organizing and coordination of the department. These activities relate to the establishment of effective working relationships and integrated service delivery approaches to achieve continuity and a seamless experience for those seeking access to Ministry funded adult developmental services and support during the time of transition from the existing system to the transformed system. This position is accountable for the efficiency in the delivery of application entity functions as defined in the new legislation including accessibility, flexibility within the program and the costs related to services. DSOER maintains a regional focus and ensures a consistent and transparent approach in its service delivery.

The Director is a member of the Administrative Management Team (AMT)

### Major Responsibilities

1. Provides recommendations to the Executive Director regarding the work of the Developmental Services Ontario (DSO) Eastern Region department.
2. Leads the Developmental Services Ontario (DSO) Eastern Region department.
3. Identifies, assesses, and informs the Executive Director of internal and external issues that affect the department and organization.
4. Acts as a professional advisor to the Executive Director on all aspects of the department's activities.
5. Provides input into the strategic and financial plans as they pertain to the delivery of services for adults who have a developmental disability in the geographic catchment area of the Eastern Region.
6. Directs the overall management of the Department while adhering to the legislation on *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act*, its regulations, standards and Ministry policy directives.
7. Promotes community interest and involvement with a regional approach, and establishes partnerships to enhance the delivery of services to individuals with developmental disabilities within the community.

8. Establishes and oversees operational procedures to meet objectives set by the Executive Director in accordance with the Board's strategic direction.
9. Represents the agency to outside groups and organizations and maintains cooperative working relationships with all stakeholders.
10. Manages the overall operating and client services budget associated with the Developmental Services Ontario (DSO) Eastern Region department.
11. Ensures data collecting for reporting purposes.
12. Leads and manages the department's staff by selecting qualified individuals, ensures appropriate training and development and assigns responsibilities. Evaluates the work of staff in order to ensure that programs are resourced effectively.
13. Leads or participates in special and new initiatives and projects by working in cooperation with community partners and / or SCS staff in preparing strategic plans for new funding or in the development of new resources or services to meet the needs of individuals with developmental disabilities.
14. Oversees the coordination and management of clinical issues, provides advice on the resolution of complex issues and monitors the priority levels and case load for files assigned.
15. Oversees the referral process to the local priority setting table, manages the registry and vacancy management processes.
16. Ensures staff uses the provincial data system DSCIS to input their work.
17. Develops and maintains a positive work climate that supports the overall efforts of the staff and promotes a team approach within the context of managing satellite offices across the eastern region.
18. As required, replace the Directors of other services offered by SCS and/or the Executive Director.
19. Performs other duties as assigned.

### **Knowledge and Skills**

- A Bachelor's degree in Social Work or equivalent academic accomplishment with a minimum of 7 years of experience in developmental services, including at least five years of management experience.
- Must possess strong business, leadership and administrative skills to manage the financial, human resources and information requirements, and to oversee the day-to-day delivery of services.
- Excellent communication, interpersonal and presentation skills.
- Must have strong analytical and problem solving skills, and the ability to negotiate and build strong partnerships with the Ministry and the community / stakeholders.
- Strong understanding of requirements for coordination of services across multiple systems including Health, Social Services, Education and the developmental system.
- Knowledge of the services available for children / youth and adult with physical, developmental, mental / emotional disabilities.
- An ability to express opinion in a professional manner demonstrating good judgment and respect.
- Knowledge of the Services and Supports to Promote Social Inclusion of Persons with Developmental Disabilities Act, 2008 and the Child and Family Services Act (CFSA) is a requirement.
- Bilingual in both official languages (written and verbal) is essential.
- Excellent organizational and time management skills.
- Ability to work in a fast paced environment and handle a number of issues simultaneously and with flexibility
- Proficient in the use of Microsoft Office Suite including Word, Excel, PowerPoint, Outlook and Internet.

### **Working Conditions**

Work is normally completed within a standard office but also requires some travel to satellite

offices as well as to attend meetings locally, regionally and provincially. There are frequent interruptions, tight deadlines and changes in priorities.

As the ideal candidate you are a self-starter with excellent interpersonal skills who works well in a team environment. *Qualified candidates may submit their resumes, along with a cover letter quoting Competition Number 2012-01 no later than Monday, January 30, 2012, to Human Resources.*

Service Coordination des services  
Attn: Human Resources Department  
150 Montreal Road, Suite 200  
Ottawa, ON K1L 8H2  
E-mail: [hr@scsottawa.on.ca](mailto:hr@scsottawa.on.ca)

*While we appreciate all responses, only candidates under consideration will be contacted. We kindly ask not to send in duplicate copies of your resume.*