

Permanent Position

Date: January 6, 2025

Salary Range \$86,000 to 92,000 per annum

SAVIS of Halton is recruiting for a Director of Programs and Services to fill a new role in the organization.

Position Title: Director of Programs and Services

Hours: 35 hours per week

Reports To: Executive Director

Direct Reports: Employees in the following programs report to the Director of Programs and Services:

- Counselling
- Anti-Human Trafficking
- Crisis Line
- Public Education
- Program Volunteers
- Social Media Website Associates
- Students: as required

Position Summary:

The Director of Programs and Services provides leadership and support to the Counselling, Crisis Line, Anti-Human Trafficking and Public Education Programs. Working from a feminist, EDI/ARAO perspective, the Director oversees the provision of trauma-informed, non-clinical individual and group counselling and crisis intervention services, public education supports and anti-human trafficking resources provided female-identified, male-identified, gender non-conforming, non-binary and transgender survivors (16+) who are at risk of or have experienced, childhood sexual abuse, sexual violence and/or relationship violence, and their support persons. The Director manages budgets and plans and evaluates the effectiveness of programming offered by SAVIS of Halton. The Director is a member of the Senior Management Team.

Major Responsibilities:

1. Provides leadership to SAVIS of Halton programs as follows:

- Plan and evaluate programs, make recommendation for new programming
- Assist in annual budget preparation and oversee program spending in accordance with budget and Board guidelines
- Establish and maintain risk management plans for all programs
- Apply for program and project grants
- Hire and onboard new employees

- Engage and orient new volunteers
- Schedule employees
- Assign and coordinate employee caseloads and monitor morale issues
- Monitor, manage and prioritize client waitlists
- Maintain and improve practice guidelines and procedures as well as administrative procedures and forms
- Provide insight, guidance, and advice to the teams regarding resolving more complex/sensitive/ escalated counselling, casework and advocacy matters and referring issues outside of standard practice to the Executive Director as necessary
- Conduct employees' performance appraisals
- Identify and approve the professional development needs of employees and provide recommendations to the Executive Director
- Discipline employees and volunteers following SAVIS of Halton policies
- Collaborate across SAVIS to respond to logistical issues at the satellite locations.
- Ensure the Executive Director is apprised of all department issues and needs
- Participate as a member of the Senior Management Team and share responsibility for decision-making across the organization

2. Relationships and Engagement with the Community

- Participate on a Board Sub-Committee as directed by the Executive Director.
- Establish and maintain a collaborative working relationship with relevant community stakeholders/agencies, and elected officials.
- Serving as a key SAVIS representative on select community committees
- Participate in and coordinate employees' contributions to SAVIS of Halton events and fundraising initiatives.
- Assist with the creation of new marketing and outreach materials for SAVIS of Halton Services
- Attends Situation Table
- Oversees the Regional Halton Collaborative Against Human Trafficking (HCAHT) and its committees.
- Attends Situation Table meetings weekly.
- Oversees the Halton Collaborative Against Human Trafficking (HCAHT) Regional table as well as its committees and website.

3. Reporting

- Ensure statistical information is accurately recorded by the teams
- Ensure statistics and written reports are prepared and submitted monthly and/or as funding organizations require.

4. Other:

- Follow all policies of SAVIS of Halton.

- Ensure employees and volunteers follow all policies of SAVIS of Halton.
- Ensure client anonymity and confidentiality are always maintained to the highest standards.
- Take on other duties and responsibilities as assigned.

5. Qualifications:

Specialized Skills and Knowledge:

- Has a professional body of knowledge with a strong understanding of and expertise in non-directive, non-clinical, trauma-informed, client-centered counselling and case work.
- Expertise in both individual and group counselling.
- Experience in providing crisis line support.
- Demonstrated experience and specialized knowledge/understanding working with survivors of trafficking, sexual assault, or other crimes of trauma.
- Providing crisis response and de-escalation responses to survivors of sexual assault or survivors of violence.
- Experience working from a gender-based violence framework with foundational knowledge of the principles of feminist-based counselling, from an ARAO perspective.
- Strong commitment to EDI/ARAO principles.
- Experience with trauma, mental health, and substance abuse issues.
- Expertise in navigating relevant healthcare, social service, housing, and/or criminal or other justice services/ systems, preferably within the Halton Region
- Experience in budgeting and monitoring expenses
- Understanding of risk management principles and experience managing for risk in programs
- Knowledge of program planning and evaluation
- Experience supporting a volunteer Board of Directors

6. Transferable/ Enabling Skills, Knowledge and Abilities:

Skills and attributes and experience related to:

- Day-to-day employee supervision and program planning
- Planning and organizing own and other's work
- Strong communication skills based on deep listening
- Effective interpersonal relationships
- Initiative to work independently, or to support other team members as necessary, with minimum supervision
- Ability to work with a highly diverse community of employees, clients and stakeholders.
- Ability and passion for advocating on behalf of clients.

- Commitment to collaboration and teamwork.
- Adaptability and flexibility.
- Ability to prioritize and handle multiple/conflicting demands.
- Ability to think critically and strategically.
- Reliability.
- Knowledge of Halton Region.

7. Experience and Credentials

Educational attainment/training:

Graduate degree in an area such as Social Work, Counselling, Psychology, or Trauma Therapy.

AND/OR

- A related undergraduate degree such as Bachelor of Social Work, Completion of a Community Advocate diploma program with certification/licensing/registration as a Social Services Worker, Peer Support Worker or equivalent.
- Combination of education and significant experience.

The typical level of progressive experience required

- 3-5 years of progressive management experience in a social justice-based organization.
- 4-6 years of front-line counselling experience utilizing a trauma-informed, person-first framework.

To Apply:

Send resume and cover letter to;

Silvia Samsa,

Executive Director

silvia@savisofhalton.org

by 5:00 PM Friday, January 17, 2025

SAVIS of Halton is committed to the principles of access and equity and to reflecting the diversity of the communities it serves. We encourage applicants who represent the Greater Toronto Area's Indigenous, LGBTQ2, racial, and cultural diversity. We welcome and encourage applications from all qualified candidates, including people with disabilities. Accommodations are available upon request.