



STELLA'S PLACE

JOB POSTING

Position: Director of Program Operations

Post Date: April 17, 2020

Application Deadline: May 8, 2020

Join the Executive Leadership Team at Stella's Place, an innovative mental health service provider 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 built the foundation and infrastructure for and are now delivering a menu of innovative, and impactful services within an integrated model of mental health care. We have developed a strong profile amongst young adults in Toronto and beyond, and our evaluation and feedback data indicate that we are changing lives. We have earned a reputation within the health sector - more than 70% of our participants have been referred by health care professionals. We have built a strong network of service delivery and research partners and continue to evaluate and adapt services to ensure quality, responsiveness and impact. Co-designed with young adults, our delivery model ensures access to integrated peer and clinical support, signature evidence-based interventions and training programs, and holistic wellness services. .

Reporting to the Executive Director, as a key member of the leadership team and working closely with the Board of Directors, the **Director of Program Operations** will be responsible for leadership, program development and evaluation, oversight of the clinical and recovery programming and financial management, program staff development and supervision, team building, and stakeholder relations. Day-to-day, you will lead a staff team of 25 exceptionally competent and committed practitioners, and coach program leaders, ensuring effective and inclusive services. Stella's Place embraces an anti-oppression and trauma-informed framework and values-based practice.

As a thoughtful change leader, you plan strategically for sustainable program growth and continuous quality improvement. The **Director of Program Operations** will build on Stella's Place strong clinical evidence-based approaches and adapt practice to better serve young adults, ensuring inclusion, accessibility, and equity-enhancing organizational practices. You will play a key role in managing integration across program areas and engaging stakeholders through effective collaboration and communication. You will participate in developing relationships with potential funders, contributing to program grant applications and monitoring quality and impacts. Stella's Place has always envisioned our model being widely available, and this role would play a key part in continuing to consolidate the model (through delivery and evaluation) and developing 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, or community organization. In addition, you will have:

- A commitment to, and experience with, building and leading an organizational culture that practices from an anti-oppression approach that embeds trauma-informed practice
- Proven abilities in program development, management, change management and organizational growth and capacity building
- Experience providing clinical services to young adults (16 – 29 years of age), including 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, and community service providers
- A demonstrated commitment to peer support and recovery-oriented practice, and a program development and evaluation orientation that is founded on principles of co-design and youth engagement
- 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
- Demonstrated skill and experience operating in a level headed and calm way during crises and high pressure periods while supporting the staff team

RESPONSIBILITIES:

Your core responsibilities are:

1. Clinical and recovery program operations oversight:

- Ensure all programs/services are inclusive, values-based, and delivered through a trauma-informed lens within an anti-oppression framework

- Provide oversight to ensure clarity of program vision and delivery against key imperatives including integration of clinical and peer supports, and codesign
- Lead implementation of quality improvement initiatives including accreditation, evaluation, analytics review, feedback from staff and participants
- Lead participant information management practice to ensure effective decision-making according to best practices and evidence-informed practice; 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. Make recommendations regarding expansion, quality improvement, consolidation, and discontinuation of programs using business intelligence and evaluation outputs
- Ensure program development is based on input, feedback and needs of young adults, as well as collaborative input from program team members, evaluation data, and evidence-based approaches
- Set strategic goals/plans for annual delivery

2. Lead, coach and grow a learning-focused staff team and culture

- Coach/manage program leads (6) regarding program management, staff development and performance monitoring
- Ensure program staff have access to resources, supervision, support, ongoing developmental feedback, continuing professional development

3. Financial management and accountability:

- Develop and operationalize budgets for each program area in collaboration with program managers
- 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

SHARED RESPONSIBILITIES:

In collaboration with other Leadership Team members, you will share responsibility for:

4. 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

5. Executive Leadership Team participation:

- Participate in organizational planning, strategic planning, growth management and implementation
- Lead collaboration across Stella's Place teams and support clear cross-team communication around transparent decision making
- Provide leadership in development of policy framework and implementation of anti-oppressive practices across the organization

6. Other organizational leadership functions:

- Annual organizational budget development and review
- Strategic planning and stakeholder engagement
- Organizational development initiatives (e.g. Anti-oppressive Practice, People development)

JOB STATUS, HOURS, AND REMUNERATION

- This is a full-time position available for immediate hiring (May 2020)
- 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

Screening of candidates will begin the week of May 8, 2020.

Interested and qualified candidates are invited to forward a cover letter and a detailed CV to:

Hannah Iland
Manager Operations and HR
Stella's Place



careers@stellasplace.ca

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