



What We Do:

Children's Treatment Network (CTN) supports over 23,000 children and youth with disabilities and other developmental needs. We provide intake, service navigation and coordinated service planning, assessment and diagnostic services, specialized clinics and rehabilitation services, including physiotherapy, occupational therapy and speech language therapy.

Funded by the Ministry of Children, Community and Social Services, CTN offers services through contracted partner organizations in the education, health and community sectors. Through its innovative network model, CTN's commitment to providing family-centered care is anchored by an electronic client record that is shared across its partner organizations and provides the foundation for integrated plans of care and services.

CTN's vision of building brighter futures together includes everyone. As part of our commitment to inclusivity, diversity, equity and accessibility, our goal is a workforce that reflects the communities we serve. We welcome all qualified applicants to apply including individuals with disabilities, those who identify as Black, Indigenous or persons of colour, members of the LGBTQ2S+ community and others. We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how we can help.

What We Offer:

- Competitive compensation and employee benefits package including participation in the Healthcare of Ontario Pension Plan (HOOPP) and vacation/leave entitlement
- An opportunity to contribute to the work of a not-for-profit organization that provides services to children and youth with disabilities and developmental needs and their families
- The chance to be a part of a culture with an organization that values inclusion, innovation, agility, and shared responsibility
- The opportunity to work with us to achieve CTN's strategic goals of evolving services, nurturing relationships and strengthening capacities

What You Will Do:

CTN is looking for a permanent, full-time **Senior Lead, Strategic Operations** who will be responsible for the operational leadership of CTN's governance and corporate affairs activities. As a key support for the Chief Executive Officer and the Director, Strategy, Communication and Engagement, this role manages all operational activities of CTN's governance practices and processes in support of the Board of Directors and board committees. In addition, this role is responsible for managing CTN's strategic planning cycle, informational and decision-making processes in the CEO's office, key organization and network meetings led by the CEO and processes that increase engagement and allow CTN to run effectively and efficiently. This role requires someone with outstanding political acuity, process and communication skills, who can proactively identify administrative processes, opportunities and best practice that can be implemented at CTN. Most importantly, the Senior Lead, Strategic Operations, carries out their work with a deep understanding of the children, youth and families CTN serves, employees and the partner agencies who deliver services on our behalf. This position reports to the Director, Strategy, Communication and Engagement.

Responsibilities:

The successful incumbent will be responsible for the following duties and responsibilities:



Children's Treatment Network

Governance

- Manage operations of the board of directors and board committees with administrative support from the executive assistant, including the development of board packages and other board communications
- Manage workplans and key board deliverables such as recruitment, training, reporting
- Craft agendas and minutes, supporting development of key presentations
- Serve as the liaison between board priorities and staff members
- Identify emerging trends, topics or priorities that may be of interest to the board based on sectoral and external environmental factors
- Provide strategic policy advice to the CEO and senior leadership team regarding governance matters
- Manage processes that support board effectiveness, measurement and satisfaction
- Attend board, committee and network meetings as needed
- Manage board bylaws and policies to ensure they are up-to-date, including liaising with legal support as needed
- Ensure CTN's governance practices are in compliance with required legislation
- Manage board events such as retreats and the Annual General Meeting (business meeting) with the support of the Executive Assistant and communications team

Communications

- Support development of executive-level communications
- Develop key communications such as briefing notes, decision notes, key message documents, presentations, speaking notes, reports, etc.
- Develop other communications materials to support related projects
- Work in close collaboration with the communications team at CTN to ensure communications, governance and corporate affairs activities are aligned
- Work closely with communications on logistics and tools that enable effective communication

Strategic Planning

- Manage CTN's strategic planning cycle including vendor procurement, stakeholder engagement, implementation and overall project management
- Lead implementation of CTN's strategic plan operationally including the development and maintenance of related documentation and business processes
- Facilitate the ongoing planning, execution, alignment and communication of our strategy in partnership with the Performance and Network Integration team
- Conduct ongoing assessments of industry and competitive landscape, identify key industry trends impacting operations
- Drive greater efficiency, effectiveness and capability in collaboration with functional leaders
- Support special initiatives required by the CEO and Director, Strategy, Communication and Engagement in support of the senior leadership team and CTN's strategic vision

Organizational and Network Administration Leadership

- Support the CEO and senior leadership team in translating visions and desired outcomes into action, enabling effective and efficient decision-making and supporting an engaged and positive work culture
- Work closely with others across the organization to action priorities as outlined by the CEO and/or Director of Strategy, Communication and Engagement



Children's Treatment Network

- Manage timing of organizational asks and priorities to help govern workflows
- Develop and enhance existing business processes to support efficient and effective workflows
- Manage key internal and network meetings and events that are led by the CEO (e.g. all-employee meetings, partner meetings, etc.)
- Administrative oversight/director report relationship with the Executive Assistant
- Provide coverage for the director and other members of the team as requested
- Supervise, lead, mentor and build capacity of staff as assigned
- Ensure legal compliance to the Employee Standards Act of Ontario, Ontario Health & Safety Act, and other regulations and best practices
- Other duties and projects as required

What We Need:

- Relevant Bachelor's degree in political science, public policy, communications/journalism, governance, other related field or equivalent education and work experience
- 5 or more years corporate experience supporting senior staff, communications/corporate affairs and/or governance activities in fast-paced, dynamic and demanding environments
- Minimum of three years in a role focused on working with senior leadership and/or a board of directors/board committees
- Confidence and experience dealing with senior leaders, government officials
- High level of political, environmental, sectoral and organizational acuity
- Exceptional level of discretion when dealing with highly confidential or sensitive information and/or situations
- Strong understanding of change management principles, methodologies and processes with exceptional confidence in navigating and leading through change
- Project and event management experience
- Ability to translate vision and desired outcomes into action and enable effective decision-making at senior levels of the organization
- Exceptional level of attention to detail, including strong copy-editing skills
- Demonstrated ability to efficiently apply critical thinking skills in deadline-driven environment
- High level of business, sectoral, environmental and organizational acumen
- Demonstrated ability in independent decision making to manage organizational risks, including critical decisions that can impact the organizational brand and reputation, along with stakeholder experience
- Good research, analysis and related skills that supports effective communication
- Exceptional process, time management and organizational skills
- Strong written communication skills, including capacity to communicate on behalf of senior executives
- Skilled at influencing and communicating with diverse audiences with varied interests and competing priorities
- Confidence and experience in making connections across public and private sector organizations
- Experience/familiarity with publicly-funded social services, community, disability support or healthcare sectors an asset
- Familiarity with MS Office, related emerging technology/applications and digital media
- Awareness of graphic design and visual communication trends and best practices are an asset
- Familiarity with network models of operations an asset
- Ability to work flexible hours in support of requirements that may fall outside of the typical work



Children's Treatment Network

hour framework

- Knowledge of the children's service systems in Simcoe County and York Region considered an asset
- Ability to communicate in French or other languages considered an asset
- Experience with and understanding of various cultures and cultural communities including Francophone, First Nations, Métis and Inuit (FNMI) communities considered an asset
- Certified First Aid considered an asset
- Demonstrated commitment to a safe environment for staff, clients and families by working in compliance with the Occupational Health & Safety Act and related policies

Selected Successful Candidate Will Be Required To:

- Produce a clear police record check with a vulnerable sector check prior to start of employment
- Provide satisfactory proof of full vaccination against COVID-19 or submit satisfactory evidence of a disability or other human rights-based exemption preventing vaccination
- Be able to travel to assigned office, between CTN sites and/or other locations as required
- Maintain the ability to work effectively in a temporary remote environment and have access to appropriate internet capacity

Office Location:

Richmond Hill or Barrie

To Apply:

1. Submit your resume to careers@ctnsy.ca
2. Quote Job ID #MA-002 in the subject line of email

Applications are accepted from May 9 – May 27, 2021.

Thank you for your interest in this opportunity!