

## **EMPLOYMENT OPPORTUNITY**

### **Manager, Navigation Services and Quality Assurance**

#### **Full Time Position**

#### **New Opportunity - Manager, Navigation Services and Quality Assurance**

We're looking for a new Manager, Navigation Services and Quality Assurance, someone who is passionate about community and cares about connecting people to the help that they need, when they need it. Growing with us, you will bring your hands-on leadership experience to our dynamic, multi-disciplinary and agile team!

As the successful candidate, you are a natural communicator, self-starter and great team player who wants to make a difference in the lives of others. As one of the Navigation team's Managers, you will support the team, organization and the systems in which we operate in a way that is grounded in our values and commitment to People First.

This position provides an opportunity to work alongside strong and dynamic colleagues and partners to address real and systemic barriers to services that may be amplified by poverty, inequity and intersecting personal identities.

With many new and high impact initiatives underway, this position will help to support the success of such initiatives, including Toronto Community Crisis Service (TCCS). TCCS is a community-based service of trained teams of crisis workers who respond to people experiencing a mental health crisis. It is a non-police response to mental health crisis calls and well-being checks that is client centred, trauma-informed and focuses on harm reduction with 211 serving as a "front door", dispatching mobile units in collaboration with our amazing partners.

This is a fast paced and outcomes oriented position requiring a strong ability to problem solve, adapt, respond and learn from our delivery of client centered, intercultural and trauma informed services, locally, provincially and nationally. It is also rooted in a leadership framework and key competencies:

- Innovation: experiment & learn; evolve & transform; efficiency/effectiveness; work SMART
- Collaboration: existing & new partners and allies; connection to each other; engaging volunteers, partners & community
- Organizational Excellence: governance & structure; accountability & transparency; risk identification & mitigation; compliance & administration
- Strategy and Leadership: strategic framework; leadership – excellence, impact, effectiveness & innovation; learning – personal/professional; proactive vs reactive
- Values: diversity, equity and inclusion; impact; people first framework

#### **Who We Are**

Findhelp | 211 connects people to support when and how they need it through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of

human and social services. Through strategic partnerships, collaboration, and innovation, we support direct service in six provinces and online service in three territories.

20 years after collaborating to bring 211 to Canada, Findhelp | 211 has grown and flourished. We have evolved our community impact through an amplified commitment to equity, innovation and system building. Our vision, mission and core values have guided our strategic focus on continually improving services and systems. With a focus on removing barriers for the most vulnerable in our communities, we have built strong and progressive partnerships with more than 200 organizations and stakeholders across North America.

By underpinning our partnerships in innovation, we have transformed our services, equity commitments, and system-level impact. We have deepened and expanded our relationship with United Ways across the country, to help evolve 211 as core community social infrastructure, while leveraging our core competencies to create meaningful social change at a local, provincial, and national level.

Findhelp |211 recognizes that systemic racism exists and that certain groups of people experience disproportionate barriers to economic, employment and health opportunities which may be amplified due to intersectional personal identities. We are committed to improving accessibility to human and social services through ongoing and new initiatives, partnerships and approaches.

We're proud of our people and culture and we're constantly changing and innovating to do better! Our workplace is focused on balance, equity, engagement and a healthy environment. We pride ourselves on being an employer of choice and we do the work to make that happen. You'll be engaged and supported to learn and grow your career and you'll make a difference in people's lives across Canada.

## **Responsibilities**

- Co-lead the operations of a 24/7 team including identification of solutions and efficiencies to emerging and long-standing challenges in service delivery and staff engagement/wellness
- Create an environment among staff that promotes trust, equity, open communication, creativity, problem solving, innovation, analytical thinking and collaboration
- Develop, coach, train and mentor Service Navigators and support employee engagement
- Support the implementation, management and evaluation of new and existing projects, including the collection of client data and measurement of service impact
- Ongoing learning and exploration of innovative practices within the Information and Referral Sector, and beyond, to ensure excellence in service delivery standards
- Manage quality assurance and human resources in a unionized environment
- Supporting a 24/7 team, this position may require you to work some evenings and weekends, along with regularly scheduled on-call responsibilities shared with other members of the team
- Other duties as required

## **Skills and Experience**

- Demonstrated commitment and leadership abilities working with equity deserving communities in accessing services and supporting equity, anti-Black racism, anti-Indigenous racism, and anti-oppression work
- Strong knowledge of the non-profit sector, in particular, community, health and social services
- Ability to diplomatically work with external funders, community partners, consultants and team members, while managing deliverables of the contact centre and advancing priority goals
- Strong communication, interpersonal and facilitation skills, virtual and in-person, for organizational knowledge sharing, collaboration and sector level capacity building
- Data and computer proficiency; ability to pull and understand data from multiple sources to inform reports, learning and advance projects
- Ability to thrive in a fast-paced working environment
- University/College degree/diploma in Social Services, Social Work, Psychology or other related field
- Minimum 3 years of management experience in a related field, or comparable experience
- Strong preference for candidates with lived experience as a Black, Indigenous, or other racialized person, a person with disabilities, or an 2SLGBTQIA+ person
- Current knowledge of best practices in trauma informed mental health (e.g. crisis de-escalation, risk assessment, anti-racism, gender based violence, suicide prevention, harm reduction)
- Demonstrated recognition, allyship and acknowledgement of the lived experiences of various communities and intersectionalities, particularly persons with disabilities and racialized communities, women, 2SLGBTQIA+ and marginalized religious communities
- Strong collaboration and teamwork skills, including demonstrated ability to interact, lead and participate in consultative decision-making that respects people with a diversity of backgrounds, experiences and styles, while working collegially with a high degree of tact and diplomacy
- Fluency in French or language(s) other than English is an asset

**If you meet the position requirements outlined above, we would love to hear from you!**

## **Salary and Benefits**

Starting Salary: \$75,000 to \$79,000, plus a comprehensive employee benefits package including: participation in CUPE's Multi-Sector Pension Plan

## **Application Procedure**

Applications will be received until a suitable candidate is found. Along with your resume, please provide a cover letter with a description in 500 words or less telling us a bit about yourself, what interests you about this opportunity and the assets that you would bring to this role. Applications can be submitted to: [job@findhelp.ca](mailto:job@findhelp.ca)

Additional Information: This position is not part of CUPE Local 3173.

*Findhelp | 211 believes in a workplace culture of inclusion that is welcoming, respectful, safe and empowering for all staff. It is critical to our success to eliminate barriers and promote the inclusion of equity groups. Equity groups have been, and continue to be, underrepresented and marginalized in the workforce, leadership roles, and in some specific occupations. Equity groups include but may not be limited to Indigenous persons, racialized people, gender diverse people, 2SLGBTQIA+ people and persons with disabilities.*

*If you require accommodation at any stage during the hiring process, please inform us. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please send your request to HR at [job@findhelp.ca](mailto:job@findhelp.ca).*

**We thank all applicants and will contact the individuals selected for an interview. No phone calls or emails please.**