

## JOB POSTING

<b>Position:</b>	Senior Manager, Client Services
<b>Position Type:</b>	Contract (1 year)
<b>Duration:</b>	37.5 hours per week
<b>Department:</b>	Operations
<b>Program:</b>	Operations
<b>Closing Date:</b>	June 18, 2021

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### **PURPOSE:**

**To role model the mission - “DDRC promotes awareness and supports communities to include persons with developmental disabilities, thereby strengthening communities for all citizens.” The Senior Manager, Client Services, ensures that the Agency’s standards and procedures meet established performance metrics and processes while Identifying and bringing forward improvements to increase the efficiency, effectiveness, and quality of agency operations and accreditation standards. This position is responsible for providing strategic direction and strong leadership while overseeing the day to day client service activities for operations.**

### **Leadership:**

- Demonstrate strength, maturity, and wisdom in the management of interpersonal and organizational challenges
- Collaborate with Managers on day to day basis and provides guidance and recommendations to process improvements and challenges involving client satisfaction
- Supports program managers to develop programs plans, objectives, and outcomes that align with strategic priorities established in the operations plan
- To role model seasoned leadership skills and be recognized as a skilled and capable professional
  - Strong coaching, mentoring skills; able to teach others
- Ensure compliance with Agency policies, procedures, mission, and values
- Support program managers to develop program plans, objectives, and outcomes that align with strategic priorities established by the CEO and Board of Directors
- Participate in the strategic development of business and operational plans; visioning, influencing, and promotion of systemic operation
- Possess strong business skills and demonstrate the ability to promote and expand service; community support/partnerships, fee-for-service, and profit possibilities
- Participate in the formulation of innovative business development strategies, creating productive and sustainable relations through partnerships, associations, and the community at large in an effort to drive client growth
- Participate actively in Management Team Meetings and activities
- Represent the Agency on external committees as required to advance the Agency’s standing in the disability sector

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### Key Responsibilities:

- Develop and maintain professional and collaborative relationships with funders, including FSCD and PDD
- Be creative when assessing and managing program delivery effectiveness while ensuring all program initiatives are aligned with the Agency's mission and vision
- Promote excellent customer service and client satisfaction
- Demonstrate knowledge of, and promote ethical behaviour, the Agency's mission, vision, value statements, standards, policies, procedures, and standards
- Identify funding challenges, develop appropriate strategic responses, and deliver on innovative solutions that support agency growth
- Develop partnerships with community members or other professionals to support the goal of inclusion
- Promote the needs of the disability sector to government and non-government organizations
- Confidently manage changing environments, needs, and requirements
- Supervise and oversee the day-to-day administrative tasks such as maintaining information files and processing paperwork
- Ensure client files align with accreditation standards and DDRC processes are completed professionally
- Analyze trends and anticipate staff or program requirements to meet changing demands
- Demonstrate strength, maturity, and wisdom in managing interpersonal and organizational challenges
- Counsel and guide employees with performance planning and development
- Oversee, monitor, and analyze costs and prepares budgets in collaboration with Program Managers and the Controller
- Liaise and communicate with CEO, Human Resources, Finance, IT, and Communications to create a unified approach to agency work
- Collaborate with key stakeholders on recommended action plans to resolve client or stakeholder concerns in a proactive and effective manner
- Work with others to gather continuous feedback from clients
- Evaluate and provide direction to staff members by providing visionary and inspirational leadership and guidance in all facets of the organization
- Perform all other duties as directed by the CEO

### Professional Development and Training

- Takes accountability to ensure all mandatory certifications and training are kept current
  - Ensure that staff attend required workshops/training sessions in a timely manner
  - Ensure all required documentation is placed in personnel files
- Schedule required meetings and planning sessions for teams
- Attend all required meetings and planning sessions as requested; accountable for seeking information if absent from the meeting

### Education/Professional Certifications:

- Graduate degree in Business, Finance and/or Social Sciences

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### Experience:

- 7 years progressive management and leadership experience
- Experience as a leader in a role with significant responsibility for the development and promotion of an organizational structure and systems
- Recognized as possessing a level of professionalism beyond reproach
- Possess strong facilitation and public speaking skills
- Demonstrates flexibility, time management, and a strong team orientation
- Known for personal integrity, being respectful, and willing to commit to the Agency's vision and mission.
- Advanced proficient with Microsoft Office suite of skills (will be evaluated during the recruitment process)

### Mandatory Competencies:

- Crisis management
- Critical thinking
- Conflict resolution
- Time management
- Facilitation and public speaking
- Excellent verbal and written communication
- Flexibility
- Multi-tasking

### Personal Qualities:

- Demonstrated values consistent with the DDRC mission
- Commitment to professional development and continuous learning

Please submit your resume and cover letter to [employment@ddrc.ca](mailto:employment@ddrc.ca), citing "DDRC-21-08W-SMCS" in the subject line.

*DDRC is an equal opportunity employer. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.*