



Helping People Change  
Un pas vers le changement

Job Description  
Executive Director  
Counselling and Family Service  
Ottawa /Service familial et  
counseling Ottawa

## Overview

Healthy individuals and families lead to a healthy community. Counselling and Family Service Ottawa (CFS Ottawa) is a non-profit charitable organization, offering a range of social services in English and French to all residents of Ottawa, targeting the most vulnerable people. These services are provided by professional qualified staff through a variety of programs designed to strengthen and empower individuals and families, helping them develop their strengths and overcome barriers.

## History

Catholic Family Service Ottawa was created in an era when faith communities were the major providers of social services, there being no government funded social service agencies, and was established to respond to the needs of Catholics and Francophones in our community. On January 2<sup>nd</sup>, 1940, CFS Ottawa was born. While its initial mandate was to provide services to Catholics and Francophones of Ottawa, very early in our history we opened our doors to all residents. Today we provide services, in English and French to everyone, regardless of religion, race, culture, gender, ability, sexual orientation, and sexual identity.

Initially the majority of our work focused on providing practical assistance to our clients. Over the years, as various levels of Government began to offer financial and practical assistance, we transitioned to providing counselling and support services. Today we offer a variety of counselling and support services for a broad range of issues. Our services have become more specialized, targeted, and evidence informed. We help people in the present, but also provide them with the tools to face future adversity. We strive, as well, to be inclusive and accessible in the broadest sense of the word. To reflect the organization's evolution, its name was therefore changed from Catholic Family Service Ottawa to Counselling and Family Service Ottawa in June of 2018.

At more than 75 years old, CFS Ottawa is a well-established and well-reputed charitable organization within the community. CFS Ottawa is looking for a bilingual Executive Director, a true Social Worker at heart, to take over from Franca DiDiomete, who will retire in 2021 after 24 years at the helm. Key responsibilities include outreach to the community, funders and partner agencies and working with the CFS professionals to further build the organization's capacity and ability to strengthen and empower individuals and families through the provision of counselling and other support services.

CFS Ottawa is committed to equity, diversity and inclusion within its community and welcomes applications from persons with disabilities, members of visible minorities, indigenous people, people of all sexual orientations and genders, and others who may contribute to the diversity of our staff.

See <https://cfsottawa.ca> for more information

### Key Responsibilities

- Provides leadership in the Ottawa community and provincially on social policy, economic policy and other issues requiring advocacy on behalf of vulnerable client groups.
- Ensures the formulation of clearly defined program goals and objectives to achieve the Mission of the Agency. Monitors, evaluates and ensures that services are delivered according to agency and professional standards and that accountability mechanisms are implemented and maintained (eg. Funder reports, audits, program evaluations, etc.)
- Ensures accurate analysis and forecasting of community need for agency services. Represents the agency on community planning committees and consults with other agency Directors to establish the need for services and to develop collaborative programs.
- Outreach to foundations and other sources of funding. Familiarity with funding models, establishes effective working relationships with Funders and policy makers to ensure funding and quality of services.
- Develops the Strategic Plan with the Board of Directors and ensures relevant and responsive program development and implementation with corresponding Operational Plans.
- Leader to the organization of approximately 25 – 35 people. Direct management of 5 staff including the Manager of Operations and Clinical Supervisors.
- Responsible for the organizational health of the Agency: performance management, resource planning training and development, succession planning, recruitment, team building.
- Ensures the administrative and operations protocols support the employee and agency needs. Ensures that employment practices meet legal requirements including Employment Standards Act, Human Rights and Collective Agreement requirements
- Responsible for the financial health of the Agency: Establishes program and annual budgets, monitors financial position and implements changes to maintain financial metrics, advises on Reserve Fund investments.
- Works with the Board of Directors to promote the long-term health of the organization

### Qualifications

The ideal candidate will likely have:

- 10 years of experience as a Social Worker, Community Program Director, Charitable Executive Director, Public or Health Administration or similar role
- Committed to ensuring that the most vulnerable members of our community are served by the Agency.
- Understands the dynamics of sexual violence and gender-based violence.
- Knowledge of how gender and sexuality interrelate with questions of race, nationality, immigration status, socio-economic status, violence, religious and cultural traditions
- Appreciates our clientele and the francophone community

- Be fluently bilingual in oral and written French and English
- Knowledge of IT infrastructure and database applications
- Enjoyed a successful career progression of experience in social work, community program development and delivery, and have a proud list of accomplishments
- People management experience, including in a unionized environment. Collaborative style, strengthening the Agency by pulling on and developing the expertise of the Agency staff.
- Post-secondary education, Master preferred, in Social Work, Public Administration or related field of study. Equivalent experience will be definitely be considered
- Excellent communication skills, using technology where appropriate
- Working knowledge of computer-based applications and Microsoft Office applications

If you are selected for an interview and you require accommodation due to a disability during the selection process, please notify us when scheduling your interview.

#### To Apply:

If this opportunity interests you and relates to your experience, then we want to hear from you. Please take the time to tell us about yourself in a cover letter – we want to hear your story – your background, your accomplishments, and why this role is a good fit for you, and your career at this time.

You must be legally allowed to work in Canada in order to be eligible for this position. Please note that all applications will be acknowledged. Those selected for an interview will be contacted directly. Compensation will be market competitive and will be dependent on your qualifications and experience. The posting will remain active on our website until our search process is complete. We anticipate that the first round of interviews will be scheduled the first week of March 2021.

Please contact us in confidence and provide notice in advance if you require accommodations at any stage of the recruitment process. All requests for accommodation will be considered in a fair and objective manner that will ensure applicants are treated with respect and dignity.

We know that fit for a role goes both ways – you may have other questions – so feel free to contact Sue.Kavanagh@CleaHRStrat.ca in advance of applying and we can set up a time for a call.

Please submit your cover letter, including salary expectations, and résumé, by **February 26, 2021 (deadline extended)**, at <https://secure.collage.co/jobs/CFSO> .