

Ontario 211 Services – Notice of Targeted Recruitment for up to 3 Board Directors
Help in identifying highly skilled candidates would be welcomed,
with interviews in May 2024, for appointment in Fall 2024

Ontario 211 Services (O211S) is seeking up to three new Board Directors. This is a great opportunity to contribute to a provincial social services organization, that is working to provide oversight, good governance and strategic guidance to the O211S organization. You will be working with a skilled Board of Directors to support modernization and transformation of the 211 system in Ontario to meet the needs of Ontarians.

ABOUT 211 and ONTARIO 211 SERVICES (O211S):

211 is a free and confidential service that provides residents of Ontario an easy connection to the critical social and community supports they need. Whether it is access to mental health support, financial assistance for those facing job loss, or programs for seniors, 211 is here to help all Ontarians, no matter their location. Available 24 hours a day, in more than 150 languages by phone, chat, text and web, 211 makes it easy for Ontarians to quickly access the government services and community programs they need for their unique situation.

Ontario 211 Services (O211S) is the provincial coordinating body for all 211 services in Ontario. It oversees agencies that aid people struggling to navigate the complex network of available community and health programs. The 211 Ontario Network infrastructure, 211 data and 211's professional and certified Community Navigators provide Ontario residents easier access to specialized services and information and inform government, agency, and research program planning and investment based on the expressed needs of those who contact 211. In addition, O211S works closely with local United Ways, United Way Centraide Canada and other 211s across the country to advance our system nationally.

O211S' COMMITMENT to ONTARIANS: 211 delivers a coordinated and integrated, one-stop gateway for the people of Ontario to access the quality community, health, and social services care they need when they need it most. Its services deliver an inclusive, human-centered, and responsive approach to emerging needs. 211 breaks down barriers to improve access to human services that people need to thrive.

VISION: Empowered People. Thriving, Caring Communities.

MISSION: To enhance access to services and strengthen community planning by stewarding an integrated 211 system for the wellbeing of people in Ontario.

VALUES: 211 strives to deliver services that are Person-centred, Inclusive, Integrated, Intuitive, and Impactful.

PARTNERSHIPS: 211 has over 130 unique community and government partners that are working hard to support Ontarians. These partnerships range from pilot projects, launched projects, advisory committees, and protocols to be implemented in the event of community emergencies.

SKILLSETS/EXPERIENCE SOUGHT: We are seeking candidates with not for profit governance experience, leadership backgrounds in organizational transformation and those with professional networks in this sector and in government. We welcome applications from Ontario's diverse communities; i.e. Indigenous, new Canadians. We are seeking up to to three (3) individuals with any of the following skills/experience:

- Knowledge and experience in social services sector and the vulnerable populations 211 serves (social service and/or former United Way experience preferred)
- Diversity, Equity, Inclusion (DEI) experience to help O211S Board further develop their DEI strategy
- Financial acumen, governance experience on a board finance committee and CPA designation
- Other skills needed: digital transformation, marketing, communications, legal
- French language proficiency is an asset, but not required
- Representation from North Western Ontario

TERM OF OFFICE: O211S Board members are elected for an initial two (2)-year term. They may be nominated by the Board for a second term of three (3) years, and a third term of up to three (3) years. Board Directors can serve a total of three (3) consecutive terms, for a total of eight (8) consecutive years.

TIME REQUIREMENTS: The time commitment for Board members ranges from approximately 10 to 12 hours per month. Members are required to attend monthly meetings (most are virtual), participate in semi-annual meetings/retreats (hybrid in-person/virtual), and to serve on at least one committee.

LOCATION: Directors can be located anywhere in Ontario and are expected to:

- attend monthly virtual meetings at the call of the Chair
- participate in semi-annual meetings in-person, generally in Toronto or Ottawa
- serve on at least one committee with a separate monthly meeting
- commit to preparing for Board and committee meetings by reviewing materials and, as agreed to, by preparing materials for committee consideration

Please encourage individuals with the above skills and experience to consider being a part of this vital and vibrant Board of Directors. Interested individuals are requested to contact Laura Leather, (lleather@211ontario.ca), at Ontario 211 Services, and provide a cover letter and resume with relevant Board and professional experience and interests **by Friday April 26, 2024.**

Thank you.

Ontario 211 Services is strongly committed to equality and diversity within its community and to a welcoming and inclusive workplace and especially welcomes nominations of those with the skills, knowledge and experience to further the diversity of ideas.

Ontario 211 Services has an accommodation process in place to support employees and candidates for Board of Director and staff positions. If you require a specific accommodation because of a disability or a medical need, please contact Laura Leather, Board Liaison & Information Officer, lleather@211ontario.ca / 647- 927-3505. We will ensure the appropriate accommodation is in place to support your needs.