

Courage • Compassion • Connection • Commitment

E4C, one of Edmonton's oldest and most respected social service agencies, is seeking an enthusiastic individual eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to people and our community.

**Job Title: Director, Transitional Services Division**

**Job Purpose**

The Transitional Services Director is the senior staff member responsible for the overall delivery and coordination of programs targeted primarily at increasing the well-being and independence of persons facing homelessness, poverty, and/or exploitation. The position reports to the Chief Operating Officer and is a member of the Senior Leaders Team.

The Transitional Services Director works and acts to provide leadership to programs within the Transitional Services Division in a manner that creates increased potential and capacity in their personnel, operations and community settings.

The Transitional Services Director works closely with Senior Leaders to respond to emergent needs within the community, and to ensure that targeted programs achieve their service outcomes & objectives in an efficient manner, adhering to E4C's mission and values.

**Duties and Responsibilities**

**Operational Management**

- Leads development and monitors implementation of operational policies and procedures.
- Leads development and monitors implementation of critical incident management framework & disaster readiness planning.
- Monitors and plans for operational efficiency and resource sharing across programs.
- Monitors compliance with regards to regulatory, contractual, standards and accreditation requirements.
- Identify and anticipate issues and risks that will negatively impact service operations and E4C, and plan and implement actions to mitigate such issues and risks.

**Quality Assurance and Improvement**

- Leads development of service division logic model
- Leads development of service division goals and outcomes
- Facilitates integration and coordination of service delivery between programs within the services division

- Provides leadership to create increased capacity and practice competence of program personnel
- Leads quality evaluation & improvement planning in programs business practices, service delivery & information management areas
- Evaluates performance against annual objectives and targets
- Integrates evidence based practice approaches to improve outcomes

#### Business Practice and Management

- Leads development of program budgets within the Transitional Services Division
- Ensures performance relative to approved budgets
- Provides supervision, guidance and support to Program Managers.

#### Liaison and Advocacy

- Ensures timely and accurate reporting to E4C leadership, funders, and regulatory bodies.
- Maintains sound awareness of issues and trends that may have an impact on E4C, its programs and service users
- Acts as primary spokesperson on issues of interest, as delegated, for E4C
- Facilitates communication of, and advocates for, service users' and community's needs to relevant stakeholders
- Facilitates, develops and ensures maintenance of strategic partnerships and collaborations that are beneficial to program delivery, service users, communities and that is coherent with E4C's mission, philosophy, practices and plans.

#### Qualifications

##### Preferred:

- Degree in the area of human services, administration or similar and 5 years of progressive leadership in the human services sector, including supervisory and management experience of multiple programs.
- Demonstrated competency in the development and administration of multifaceted, complex budgets
- Demonstrated project management experience, including project start-up and expansion, and continuous quality improvement.
- Ability to provide strong and flexible leadership, motivating and managing staff through change, and maintaining a positive and solution focused approach
- Ability to work with high level of autonomy, analyze detailed information, and to balance operational details with planning and evaluation
- Ability to collaborate with other organizations to build strong working partnerships
- Creative and reflective thinker, able to challenge conventional thought paradigms
- Successful experience working with contract funders and levels of government
- Excellence in written and verbal communication skills
- Proficiency in MS Word, Excel, database applications and computer operation

**Salary: \$ 54,130 - \$ 70,490 plus benefits dependent upon experience**

Apply with resume & references to:

M. Luiza Coelho, Human Resources Manager & Program/Volunteer Coordinator  
 Phone: 780.424.7543 ext. 132 Fax: 780.425.5911 E-mail: [hr@e4calberta.org](mailto:hr@e4calberta.org)  
 9321 Jasper Ave., Edmonton, AB T5H 3T7