



To deliver excellent support services to people with disabilities so they can live their lives

PACE Independent Living is recruiting for a Full-time Associate Director, Program Operations

PACE Independent Living is a not-for-profit community organization that provides support, both physical and enhanced services, to people with disabilities so they can live independently in the community.

This senior mandate would be an exciting career move for a champion of top-quality service delivery and client experiences who is prepared to lead by example in setting and meeting program operational goals while contributing significantly to the successful achievement of the core values and strategic objectives of PACE Independent Living.

Reporting directly to the Director, Client Services, and as a member of the senior leadership team, you will be responsible and accountable for the day-to-day management and operations of assigned programs' operational and human resources. This will include providing support to direct reports – from team building and effective communication strategies, to setting performance expectations and ensuring the implementation of decision-making and actioning.

Major Responsibilities and Accomplishments:

Adept at thinking and planning strategically and managing tactically, you will oversee Program Managers responsible for the day-to-day and long-term operations of the PACE supportive housing and outreach programs, ensuring that service standards are consistently achieved, aligned with Client Service Plans and compliant with legislative, regulatory and agency-specific requirements, and support the philosophy of Independent Living.

As Associate Director of Program Operations, you will also collaborate in the development and implementation of strategic planning priorities, including the planning, implementation and monitoring of annual organizational and program-level strategic and operational goals. Workplace health and safety being a top priority at PACE, you will ensure that staff work in compliance with legislative requirements and those of the Safety & Insurance Board, the Public Sector Health and Safety Association and other external partners, as well as PACE's health, safety and wellness policies, programs and protocols, and use of protective devices.

Key Qualifications:

An accomplished operations leader, recognized for your conflict resolution and problem-solving abilities, you combine a related post-secondary degree (health, health administration and/or other health-related discipline), or a recognized equivalent, with no fewer than five (5) years' progressive management and leadership experience in the community and/or healthcare sector, including direct supervisory duties. Experience working with people who have disabilities would be considered an asset.

This senior role is also an opportunity to leverage your knowledge of community resources related to life skills, backed by experience working in the life skills or a related field, and of legislation and policies relevant to independent living. Given the nature of our business and the environment in which we operate, your ability to establish and nurture relationships at a variety of levels, and collaborate with government and the profit, non-profit and private sectors will be key to your success.

Through this background, you have acquired the following strengths:

- You are experienced in training, mentoring and coaching in a team setting, and managing budgets and performance.
- You know how to lead in a complex, dynamic and multi-disciplinary team environment.



- You are energetic, collaborative and driven by values consistent with those of the organization.
- You are a confident, persuasive communicator with excellent verbal, written, listening and interpersonal skills, able to exert influence and develop constructive working relationships.
- You are prepared to work in a professional and effective manner within PACE's team-based environment, especially at the senior management level.

For more information and to apply:

Please visit our website for more information on our company and our opportunities. To apply, please send your resume and covering letter, by **Friday, June 18th, 2021**, to gbochynek@pace-il.ca.

PACE is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*. Should you require code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.