



Job Posting –Internal/External

Position Title: Director, Community Programs and Development

 **Location:** Etobicoke/York, ON (Hybrid)

 **Status:** Permanent Full-time | **# of Vacancy:** 1

 **Salary:** \$90,000 per annual

About ESS Support Services:

ESS Support Services is an award-winning not-for-profit community support agency that has been supporting older adults, seniors, older adults with disabilities, families and caregivers in the Etobicoke community, and beyond, since 1983.

A community leader for over 40 years, ESS offers a diverse range of high-quality services and accredited programs designed to support the independence, social well-being and health of our clients, along with a helping hand and respite for their families and caregivers.

About The Role

Reporting to the Chief Executive Officer and serving as a member of the Senior Leadership Team, the Director, Community Programs & Development provides strategic and operational leadership for the Community Programs Department. The Director ensures the delivery of high-quality, person-centred services aligned with ESS's mission, vision, values, strategic priorities and regulatory requirements.

This role leads the planning, development, implementation, evaluation and continuous improvement of community-based programs and services. The Director also advances organizational growth through community partnerships, grant writing, funding proposal development and the identification of sustainable funding opportunities.

What You Will Be Doing

- Provide strategic and operational oversight for community-based programs, including planning, implementation, management, evaluation and continuous improvement.
- Lead and support department managers through clear direction, coaching, accountability, performance management and workforce planning.
- Advise the CEO on significant program, client, caregiver, workforce, operational and organizational matters.
- Provide leadership for complex and high-risk client admissions, service planning and care decisions, ensuring appropriate risk mitigation and compliance.
- Champion client and staff safety, monitor safe work practices and policy compliance, review incident reports, and support root cause analysis and safety recommendations.
- Approve and monitor departmental expenditures in alignment with approved budgets and in collaboration with department managers and Financial Operations.
- Monitor program performance, service utilization, client outcomes and key performance indicators to meet organizational, funder, contractual and quality requirements.
- Use data, outcome measures and satisfaction feedback to identify trends, inform decisions, improve services and demonstrate program impact.
- Lead and contribute to grant writing and funding proposals, assess funding opportunities, coordinate submissions and support sustainable funding strategies.
- Build and strengthen relationships with community partners, funders, external committees, planning tables and sector stakeholders.

- Represent and promote ESS programs and services at internal and external meetings, committees, conferences, workshops and community events.
- Assume responsibility for organizational operations in the CEO's absence when requested, and travel between sites and meetings as required. Undertake additional duties as required to support organizational objectives.

What You'll Bring

- Post-secondary degree in health administration, social services, gerontology, public administration, business administration or a related field; a master's degree is an asset.
- Progressive senior leadership experience in community support services, health care, social services or a related not-for-profit environment.
- Demonstrated experience leading managers, multidisciplinary teams and complex service operations.
- Strong knowledge of person-centred service delivery, quality improvement, client safety, risk management and regulatory or funder accountability.
- Experience with program development, evaluation, performance measurement, data-informed decision-making, budget oversight and accreditation.
- Demonstrated success in grant writing, funding proposal development and building partnerships with funders and community stakeholders.
- Sound judgment and the ability to manage sensitive, high-risk and complex client, caregiver, employee and operational matters.
- Excellent communication, relationship-building, facilitation, change leadership and decision-making skills.
- Proficiency with Microsoft Office and relevant client information or program management systems (AlayaCare, ADP and other funding application tool)
- A valid driver's license and access to a reliable vehicle for travel between ESS sites and external meetings.
- CPR/First Aid an asset
- Valid Police Vulnerable Sector Check, obtained within 6 months is required.
- Proof of COVID-19 vaccination, upon hire

What We Offer

- Extended Health Care and Dental Benefits
- Group RRSP
- Employee Assistance Program
- Generous Paid Vacation Days
- Generous Paid Sick Days
- Paid Orientation/Trainings
- Opportunity for Professional Development
- Opportunity to work with an organization committed to supporting each other and our community

Why Join ESS?

- Make a meaningful impact in the lives of older adults, adults with disabilities, families and caregivers.
- Lead innovative, community-based programs within a mission-driven organization.
- Collaborate with an experienced senior leadership team and committed community partners.
- Contribute to a culture of safety, inclusion, continuous learning, service excellence and accountability

 **Apply by:** September 30, 2026

 **To apply:** hiring@esssupportservices.ca (Indicate the position title in the subject line when submitting your application.)

Additional Information:

We thank all applicants but advise that only candidates selected for an interview will be contacted. All interviewed candidates will be informed of the hiring decisions within 45 days after final interviews.

At ESS Support Services, we believe that people are more than just an algorithm. While we may use AI tools to help us organize applications, they never replace the human touch. Every resume and interview is personally reviewed by our hiring team to ensure that every candidate is seen, valued, and evaluated fairly by a real person.

COVID-19 Vaccination Requirement

To protect the health and safety of our employees, clients and their families and in the interest to follow strong public health measures, it is a requirement of employment at ESS Support Services to be fully vaccinated against COVID-19. ESS Support Services will consider cases needing accommodation as stipulated by the Ontario Human Rights Code.

Equity & Accessibility

ESS Support Services is a not-for-profit agency committed to supporting seniors in their desire to remain in their own homes and their community. We strongly encourage applications from women and men, people from racialized communities, visible minorities, persons with disabilities, aboriginal persons and people who identify themselves as LGBTQ2S+ and are committed to having a team that is made up of diverse skills, experiences and abilities.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) ESS Support Services will provide accommodation, accessible formats, and communication supports for the interview upon request.