



## Director of Community Services and Quality Improvement

### The Agency

The Calgary John Howard Society (CJHS) is a charity that reduces crime and makes Calgary communities safer by helping youth and adults make positive changes and move away from criminal behaviour. We do this by addressing the root causes of crime through housing, education, employment programs and support so that individuals have alternatives to breaking the law. CJHS is committed to restorative justice and an organizational environment that recognizes the dignity and worth of each person. CJHS values diversity and inclusion and welcomes qualified applicants from all walks of life.

### The Position

The Director will report to the Executive Director and be a member of the Senior Management Team. This individual will assist in determining strategic organizational priorities and managing key relationships. They will oversee the Community Services Teams (CST) that operate out of the Gordon Sand Building. Through supervision of the CST Manager's, they will manage all aspects of the delivery of these programs and services in collaboration with Managers. They will guide the evolution of CJHS's Quality Improvement work, taking responsibility for the agency's Continuous Quality Improvement mechanisms that include, but are not limited to; qualification for and adherence to Canadian Accreditation Council Standards, the creation and implementation of the Developmental Evaluation and the creation and implementation of the Strategic and Action plans. This position is permanent full time at 37.5 hours/week and is benefit eligible.

As an ideal candidate your qualifications include:

- A post-secondary degree in a relevant field
- An understanding of and appreciation for the target population that CJHS serves
- A minimum of 5 years of management experience, preferably in a non-profit environment
- Critical thinking and creative problem-solving skills
- Effective and engaging interpersonal and communication skills
- Experience managing staff
- A strong understanding of accreditation processes with
- Specific knowledge of Canadian Accreditation Council standards considered an asset
- A demonstrated ability with evaluation planning and implementation
- Ability to manage budgets, including analysis and interpretation of financial data
- Strong skills in standard Office software, including the Office 365 range of products
- The ability to multi-task, prioritize, plan, and organize work with multiple demands
- Brain Story Certification considered an asset.

**Applications will be accepted until June 8, 2020**

**Please submit your cover letter and resume to:**

**Leslie McMechan, Executive Director**

hr@cjhs.ca

*The Calgary John Howard Society thanks all applicants; however, only those considered for an interview will be contacted.*