



PEOPLE HELPING PEOPLE
EST. 1974

DIRECTOR, BUSINESS SUPPORT SERVICES **Full Time Position – 37.5 Hours/Week**

For almost 50 years, Lumacare has been providing health and social services to older adults in the community. Keeping the ideologies of client and family-centred care is at the heart of everything we do. Through the effective provision of over 15 diverse programs and services, Lumacare enables and empowers our clients to be active and knowledgeable partners and age with dignity in their homes.

It is an exciting time to join the winning team at Lumacare! Lumacare, accredited with exemplary status through Accreditation Canada, is a core member of the Northwest Toronto Ontario Health Team.

We are looking for an innovative, experienced leader who will contribute to our ability to lead, disrupt, transform and grow.

What can you expect to do in this Role?

Reporting to the Executive Director, the Director - Business Support Services is a member of the Senior Leadership Team and contributes to the successful achievement of operational and strategic directions, special projects and quality initiatives. As a strategic business partner, the Director is responsible for being the operational force behind Information Technology, Human Resources, Facilities, Quality and Risk. Aligning talent strategies, quality best practices, and technology infrastructure to achieve the agency's strategic plan, this role is accountable for driving and embedding a culture of performance and quality within the Agency.

Primary Responsibilities

Information Technology

- Steer the transformation towards digital in health implementation for Lumacare
- Develop and oversee compliance to all agency I.T policies
- Develop reliable metrics for hardware, software and storage while ensuring strategic capacity planning.
- In partnership with the IT and Cybersecurity Lead, oversee the operation of server systems, client database, PSW Apps and support systems
- Identify security vulnerabilities and eliminate them with strategic solutions that increase data safety.
- Direct and support implementation of software and hardware upgrades.
- Identify and recommend new technology solutions to meet agency needs.
- Oversee the leadership of the Agency's I.T. support.

Human Resources

- Develop and recommend Human Resources strategies, policies and procedures.
- Provide support to management in their application and implementation of the necessary controls to ensure compliance with policies. Recommend corrective action where necessary. Research and develop policies, procedures, methods, and guidelines to ensure compliance with current employment legislation.
- In partnership with the Human Resources Generalist, oversee the successful delivery of all functional areas of Human Resources.

Quality

- Coach, mentor and develop the Manager for Quality and Risk.
- Guide and direct the project planning process for Accreditation Canada Qmentum survey, BPSO with NWT OHT RAO, NWT OHT and arising BP standards mandated by funders, ensuring a strategic approach that will drive success with minimal disruption to the organization.
- Oversee the execution of the Quality and Accreditation Canada survey project plans.
- Drive and support embedding a culture of quality in the daily operations of the Agency.

Requirements:

- Post-secondary education, and a minimum of 7 years' experience in leading operations/shared services in a not for profit agency, including Quality, Information Technology and Human Resources
- Superior level planning and organizing skills, capable of seeing the big picture, and planning at a detailed level.
- A demonstrated track record of innovative and strategic thinking, able to identify community needs and design programs that add value.
- A strong, transparent and collaborative leadership style, able to add value to a high performing, high potential team.
- Able to tailor your communication style to meet the needs of a variety of audiences, and achieve the desired result.



PEOPLE HELPING PEOPLE
EST. 1974

The successful candidate will have a track record demonstrating the agency's core competencies:

- Strategic Thinking
- Problem Solving and Decision Making
- Client Focus
- Coaching and Developing Others
- Communicates Effectively
- Collaboration
- Planning and Organizing
- Execution
- Commitment to Quality
- Resilience and Adaptability
- Accountability
- Integrity

Lumacare is a fully accredited agency committed to equity in employment. Our goal is a diverse and inclusive workforce that reflects the communities we serve. We strongly encourage applications from women and men, people from racialized communities, visible minorities, PWDs, aboriginal persons and people who identify themselves as LGBTQ. We seek to attract and retain individuals who will work together to create and sustain a vibrant, healthy, safe and caring community".

Notice to Candidates – you will be contacted if you are selected for an interview. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Lumacare will provide accommodation, accessible formats, and communication supports for the interview upon request