

JOIN OUR TEAM & HELP TRANSFORM LIVES

Agence Ometz is a Jewish human services agency offering social, employment and immigration services to help people fulfill their potential in order to secure a vibrant, growing community where people care for themselves and each other. Our work is guided by our core values of self-sufficiency, inclusivity, human dignity, caring communities and excellence.

Meaning courage in Hebrew, Ometz is a reflection of the courage of those who seek our support in transforming their lives. By joining Ometz, you will work with a team of professionals who are compassionate, engaged and inspiring at an organization that has been consistently ranked in Leading Edge surveys, by our own exemplary staff, as a highly supportive and meaningful place to work. Help make our vision a reality – Apply today!

Director of Social Services & Programs

Full Time

JOB SUMMARY

The Director of Social Services & Programs is responsible for the development, management, coordination, implementation, and evaluation of the community social service departments at Ometz, as well as to assure quality service delivery. Reporting to the COO, the Director of Social Services & Programs oversees the daily operations and management of the departments, which includes the supervision and performance evaluation of professional staff.

RESPONSIBILITIES

- Onboard, train and develop a team of professionals who are responsible for the implementation and delivery of client centered services.
- Provide supervision, performance management and ongoing support to managers and professional staff connected to the Immigration, Case Management, Volunteer, Mental Health, Intake, Services and L'Annexe teams.
- Responsible for the evaluation, modification and restructuring of existing services and programs to ensure best practices and that community needs are met within the context of the Agency.
- Ensure the implementation of processes to maximize the quality, effectiveness, and efficiencies of service delivery.
- Monitor client satisfaction and impact of service delivery, and make changes, as necessary.
- Provide direction to determine departmental objectives and to sustain and grow services in alignment with the organization's strategic plan.
- Establish partnerships with other community and public organizations, and stakeholders.
- Analyze legislations, regulations, and professional changes to determine the impact on agency services.
- Manage the Social Services budget.
- Represent the organization to the media and governmental institutions, in relation to social services.
- Contribute to the creation of organizational policies related to social services.

REQUIREMENTS AND COMPETENCIES

- Master of Social Work degree, or graduate degree in similar field, with a minimum of 10 years of direct clinical experience and 10 years of management experience, including supervision of professional staff
- Extensive knowledge of clinical systems and Health and Social Services networks in Quebec
- Excellent leadership and interpersonal skills, with an ability to establish, interact and maintain relationships with administrative and professional staff, and management.
- High level of discretion, diplomacy, integrity, and sensitivity to confidentiality
- Expertise in effective budgeting and fiscal management
- Strong analytical, planning, and problem solving skills
- Fluently bilingual with the ability to compose and edit correspondences, provide, interpret and present detailed information, and deal with complex situations in both French and English.
- Knowledge of the Montreal Jewish Community, an asset