

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

## JOB OPPORTUNITY

**Job# TNG2025-73**

<b>POSITION TITLE:</b> Vice President, Independent Living	
<b>DEPARTMENT:</b> Independent Living	<b>STATUS:</b> Regular Full-time, Non-Bargaining Unit
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> N/A
<b>REPORT TO:</b> President and CEO	<b>SALARY RANGE:</b> \$ 122,800.00- \$ 138,150.00 per annum
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The Vice President Independent Living (Vice President) reports directly to the President and CEO of The Neighbourhood Group Community Services (TNGCS) and provides strategic leadership, direction and oversight of the growth, innovative development, implementation, and evaluation of affordable programs and services for older adults living in the community across Toronto. The incumbent is a leader on health system planning and cooperation. Programs and services are geared to a vulnerable often high-risk client population of older adults living in the community/home setting and include but are not limited to:

- Homecare, In-home Services, Supportive Housing, Home at Last, Homemaking, Respite Care
- Adult Day Programs and Stroke Survivors
- Client Intervention Assistance, Case Management
- Meals on Wheels
- Transportation and Toronto RIDE
- Senior Active Living Centres, Congregate Dining, Chinese Program, Social and Recreational Programs

The incumbent is accountable for achieving Independent Living (IL) objectives and leading the commitment to improve the client and family experience by providing quality care, ensuring value for money in a constrained funding environment, and earning the trust of the social services and health system and community partners to support older adults as they transition across the continuum of care. They ensure the operations promote the delivery of effective high-quality seniors' services to meet the needs of the neighbourhoods and communities served and achieve the best possible client outcomes within the context of a balanced budget, available resources, government funded priorities and alternative funding strategies for independent living programs and services.

### MAJOR DUTIES:

- Participate in implementation of the goals and objectives established in conjunction with the CEO and the Board, as well as providing strategic advice related to both opportunities and threats facing the organization's independent living programs and services.
- Reflect mission, vision, values, and principles of TNGCS in all aspects of the IL department's programs and services.
- Ensure TNGCS is well represented in the community. Develop new strategic partnerships and maintain a variety of key external partnerships including Ontario Health Teams, community members and other service providers.
- Ensure that community needs are being met through a process of needs assessment, priority- setting and creative program development.
- Maintain current knowledge of trends and areas of growth and funding in the sector.
- Responsible for the planning, communication and effective management of all IL programs and services.
- Lead, motivate and supervise direct reports and over 200 indirect reports. Provide coaching and direction as needed.
- Act as Privacy Officer for TNGCS; ensuring full compliance across TNGCS with all privacy legislation and requirements.
- Develop and implement strategies to ensure TNGCS is identified as a health sector leader in key IL service areas set through the strategic planning process.
- Innovate, initiate the planning and development of new programs in response to identified community needs and opportunities to further the mission of TNGCS, including programs that may not have previously existed in Canada.

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement

- Responsible for the timely submission of all grant and funding applications to government and private funders. Accountable for compliance with further/program contract specifications, including the timely submission of all reports.
- Oversee the ongoing development and automation of all management information systems and the application of technology in direct service delivery.
- Responsible for operational planning, monitoring and evaluation of all IL programs and services in accordance with funder and TNGCS requirements.
- Ensure all staff are properly oriented and trained to carry out their core responsibilities effectively, and professional development activities are planned as needed. Ensure that regular staff and team meetings and retreats are held with active staff participation.
- Ensure all staff are properly supervised and evaluated, ensuring that regular meetings are held, and regular staff evaluations are undertaken.
- Prepare and monitor program budgets and ensure accurate and timely financial reporting to funders.
- Responsible for resource development in the public and private sector in cooperation with TNGCS's Philanthropy and Communications Department.
- Educate stakeholders and/or influence public policy individually or in a coalition to protect services and promote the agenda of IL.
- Ensure the day to day operations of the department are compliant with applicable legislation.
- Develop and ensure that TNGCS policies, procedures and principles are followed by all IL staff.
- Ensure that the CEO is apprised of community and staff issues that impact TNGCS, and that clear communication between management and staff is maintained.
- Be an active participant of the senior management team.
- Prepare for, and actively participate in, regular supervision meetings with the CEO, including the establishment and evaluation of an annual goal plan.
- Actively participate in the management team, undertaking responsibilities as assigned, and to direct or participate in agency-wide functional teams, as required.
- Adhere to all TNGCS policies and procedures and ensure confidentiality is maintained on all client, personnel, and agency matters.
- Implement quality programs, indicators and other quality initiatives required for accreditation.
- Work with Human Resources on Labour Management issues or health and safety issues. In collaboration with Human Resources, ensure the recruitment and hiring of qualified staff for the delivery of homemaking and personal care services and other community support services.
- Resolve issues that address equity, quality, client/staff safety, ensure client privacy and effectively manage risk and promote integrated service delivery.
- Lead and support the preparation of reports as required for the CEO, Senior Leadership Team and/or the Board.
- Additional duties as required.

## REQUIREMENTS & QUALIFICATIONS

- Master's degree or equivalent educational background in health administration and planning, psychology, social work, public health, or health promotion or equivalent education and experience.
- Must be registered and in good standing as a Regulated Healthcare Professional with the applicable professional College in Ontario.
- Minimum 10 years of experience in the non-profit sector in the areas of systems planning, program planning and development, staff, and program supervision.
- Minimum five years of experience in a senior leadership position.
- Supporting teams who work with vulnerable seniors and provide an array of programs and services to keep them living safely at home.
- Expertise with respect to community care service standards, specifically as it relates to service provider contracts with Ontario Health.
- Experience working with OHTs and other home and community care agencies.
- Ability to manage effectively in a unionized environment. Experience in Labour Relations and union negotiations an asset.
- Proven leadership to implement quality and risk management in all areas of an organization, ranging from client care to administration.
- Program development, implementation and evaluation including experience developing and implementing quality improvement plans.
- Experience with the accreditation process, specifically with CARF Accreditation, an asset.

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- Experience with employment and labour legislation, as well as the Regulated Health Care Professional Act, the Long-Term Care Act; Occupational Health and Safety Act and the Insurance Act.
- Current knowledge in the areas of vulnerable older adults' programs and services at the local, national, and international levels.
- Leadership skills to cultivate a strong team-based work environment with highly developed skills in supporting and motivating a dynamic staff team.
- Excellent verbal and written communication skills.
- Experience using health database systems.
- PC literacy, MS Office, and databases.
- Fluency in another language reflective of communities served by TNGCS is an asset.

**To apply, submit your resume with “TNG2025-73” in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**