



Director of Community Support Services – Full-time position

Silent Voice is the only non-profit, charitable organization in the GTA that provides community- and family-based support to Deaf infants, children, youth and adults in American Sign Language (ASL). The Agency provides social-recreational programs in ASL for Deaf children and their hearing brothers and sisters, provides sports and leadership programming to Deaf youth, and teaches ASL to hearing family members. Silent Voice provides services to Deaf adults: one-to-one support, housing resource centre, free tax clinic, education programming, settlement services to newcomers, and special assistance and outreach services to disadvantaged Deaf adults living in the community.

Opportunity:

We are seeking a dedicated and compassionate Director of Community Support Services to join our organization. The successful candidate will be responsible for overseeing the delivery of our Community Support Services programs that support and assist diverse Deaf and Hard of Hearing adults facing language, accessibility, economic, mental health, or social challenges. The Director will ensure these services are provided effectively, respectfully, and in alignment with our organization's mission and values.

Reporting to the Executive Director, the Director of Community Support Services (CSS) is responsible for managing a number of programs including General Support Services, Parent Education Program, Diaper Bank, Settlement Services, Employment Services, Tax Clinic, Seniors Drop-In Program, Food Bank, Clothing Bank and Community Workshops.

This Director will be responsible for expanding Community Support Services to address emerging gaps/issues in the Deaf Community – i.e., support services for survivors of Gender-Based Violence (GBV), and direct connection with Ontario Disability Support Program (ODSP). This position will be required to identify gaps and immediate needs of our clients and develop appropriate supports to be put in place for the Deaf Community.

This Director will be exploring and analyzing funding opportunities and sources to support Community Support Services. Expanding partnerships and relationships with community organizations, government agencies, and stakeholders.

This is a new two-year contract position with the possibility of extension, contingent upon the incumbent's success in securing additional funding to sustain the role.

The primary duties required for this position include, but are not limited to:

- **Oversee and manage the delivery of a number of Silent Voice programs and services and ensure they are delivered in accordance with our underlying principles**

- Manage effective communication channels in English & ASL and hold regular supervisory meetings with CSS team
- Maintain and ensure management of overall client caseload across CSS team to ensure equitable service
- Incorporate holistic and client-centered approach to social services & supports
- Implement collaborative approach to client services
- Provide short-term crisis support and intervention
- Operate in accordance with the policies, guidelines, and protocols of Silent Voice and funders
- Manage resources – budget, staff, equipment & workload allocation to support the program’s activities to achieve the desired outcomes
- Identify and manage risks & develop strategies to mitigate them
- Provide specialized training, including 1 on 1 coaching and mentoring support to staff
- Submit statistics, expenses, and reports as required to Silent Voice and funders
- Advocacy efforts to raise awareness about specific issues, policies, or causes related to Deaf community
- Collaborate with management team in realization of support service initiatives that address gaps, such as GBV and ODSP, and ensure that they align with the overall program objectives and organizational goals/philosophies
- Build, engage & maintain relationships and collaborations with external stakeholders, community organizations, public social programs & services to enhance service delivery and partnership opportunities
- Source funding opportunities
- Participate in grant writing and fundraising activities to secure funding for programs
- Address and resolve issues that affect service delivery or client satisfaction
- Assist in establishing performance metrics and measurement systems to track progress and evaluate successes of programs & initiatives
- Perform other duties as assigned

Qualifications and Skills:

- Post-secondary degree in Social Work or related field that aligns with the work done by Silent Voice
- Deaf Community Cultural Wealth required
- 3+ years of related experience in social services and related program delivery for Deaf and Hard of Hearing community members
- 3+ years’ experience in a managerial role with supervisory experience, minimum
- Experience working with diverse cultures, socio-economic backgrounds, mental health, educational & language backgrounds
- Deep understanding of the language access, education, social, economic, and environmental factors affecting communities
- Demonstrated ability to develop and implement effective social service programs
- Strong leadership skills and the ability to inspire and motivate a diverse team.

- Fluency in American Sign Language and excellent written English skills is required
- Thorough knowledge of social services systems and complementary resources available to Deaf and Hard of Hearing people in Ontario and Canada
- Presentation of an empathetic attitude, cultural sensitivity and commitment to anti-oppression
- Knowledge of relevant legislation, policies, practices, and ethics pertaining to social services
- Strong conflict resolution and negotiation skills
- Ability to handle multiple priorities and navigate complex situations effectively.
- Ability to use online technology (including but not limited to the MS Office Suite, Zoom, Teams, Canva, ZOHO, and other program/funder-related databases)
- Ability to work flexible hours is preferred
- Valid Driver's license and ability to travel
- Satisfactory Criminal Records check is required

Candidates are invited to indicate their interest in this position by sending a resume and cover letter **June 10, 2024** to m.youngs@silentvoice.ca.

We thank all applicants for their interest in Silent Voice. However, only candidates selected for an interview will be contacted. No telephone calls please.