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## Internal/External Job Posting

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### Director of Community Response & Advocacy

West Neighbourhood House is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community. Our programs are delivered annually to approximately 16,000 people of all ages by a dedicated team of approximately 235 staff and over 1,000 volunteers.

Reporting to the Executive Director, the Director of Community Response and Advocacy is responsible for providing senior management leadership to a portfolio of functions for the whole of West Neighbourhood House including community development, community relations, communications, strategic planning, volunteer coordination, resource development, special projects, and a direct service partnership program-- Financial Empowerment and Problem-Solving (FEPS).

This is a 6-month contract covering a leave of absence.

#### Responsibilities:

- supervises and supports staff of the Community Response and Advocacy Unit, including supporting 4 Coordinators in selecting and training new staff, setting work priorities and performance objectives, conducting performance reviews, responding to grievances and facilitating staff development;
- ensures programming is informed by a sound theory of change, evidence, participant feedback and good quality program data;
- coordinates and produces external communication to ensure consistent messages;
- pro-actively supports positive, constructive community relations in the catchment area;
- ensures West Neighbourhood House appropriately manages and supports diverse volunteers and students using a community development approach;
- liaises with funders and partners, produces funding proposals and reports, coordinates House-wide fundraising plans;
- monitors and analyzes the impacts of government policy changes on the local community and on West Neighbourhood House and ensures co-development and co-design with people most affected of improved public policies;
- represents the House on a broad spectrum of community networks, agencies, planning groups or local committees;
- seeks and maintains partnerships with other organizations and institutions to respond to community issues;
- supports the Executive Director and Board as needed, including ensuring the House meets all regulatory requirements, including organizing the Annual General Meeting;
- assumes other responsibilities in and for the House such as United Way activities, special fundraising events, and other duties as required.

#### Qualifications:

- Master's degree in social work, planning, public policy or related field or equivalent education and training;

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West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

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- Minimum 3 years experience in management roles involving supervision and support of diverse volunteers and staff, partnerships, change management, and strategic planning;
- Demonstrated commitment to work with and for disadvantaged people of all ages as represented in the catchment area, including people experiencing poverty, financial stresses such as debt, health issues, racism, homelessness and/or social isolation;
- Knowledge of the environmental, political and socio-economic needs and assets that are found within the boundaries of the catchment area in downtown west Toronto;
- Demonstrated skills in program planning and development, partnerships, program evaluation, and project management;
- Highly developed interpersonal and written communication skills with diverse stakeholders;
- Experience implementing community development principles;
- Computer literacy in a Windows environment;
- Ability to work some evenings and weekends.

**Status:** 6 Month Contract (non-bargaining unit)  
**Start Date:** May 2019  
**Hours:** 35 hours per week (including some evenings and weekends)  
**Immediate Supervisor:** Executive Director  
**Posting Date:** April 10, 2019  
**Closing Date:** April 18, 2019  
**Note:** West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Please make your needs known to us in advance.

**Interested in this position? Please send your letter with your resume before 5:00 p.m. on Friday, April 18, 2019 to:**

Hiring Committee  
588 Queen St. W.  
Toronto, ON  
M6J 1E3  
or email: [dianade@westnh.org](mailto:dianade@westnh.org)