

Internal/External Job Posting

Director of Community Relations, Advocacy, and Community Development (CRACD)

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.

This senior management position, reporting to the Executive Director, has cross-House responsibilities to ensure West Neighbourhood House is responsive and relevant to our diverse local community, and garners as much support and resources as possible to fulfill the mission and strategic priorities of the House.

West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, persons with disabilities, women, and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

As part of the senior leadership of the organization, this position is expected to be active in:

- addressing diversity, equity, inclusion, anti-racism, and anti-oppression,
- righting relations with Indigenous peoples, and
- promoting the settlement house model and values.

In addition, this position has responsibility for program management of several specific programs and special projects that may change over time.

1. Community Relations

- ethical fundraising including donor development, donor relations, capital campaign for a new building, annual fundraising strategies, support for fundraising volunteers;
- networking with local stakeholders, including program participants, volunteers, neighbours, local businesses, resident groups, donors, Indigenous community leaders, and other key stakeholders;
- communications including social media, newsletters, Annual Report, multilingual outreach and promotion strategies, media relations;
- responding to community compliments and complaints.

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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2. Community Development
 - ongoing monitoring and collecting data about the community – qualitative and quantitative;
 - organizing and consulting with relevant stakeholders about community issues;
 - developing and co-designing public policy solutions, organizing advocacy strategies, and government relations.
3. House planning
 - leading the strategic planning for the House including the annual planning cycle which includes consultation and co-design with community, Board members, program participants, staff, volunteers, and other stakeholders.
4. Programming and special projects: supervision, support and development of programs and special projects assigned to this portfolio, currently consisting of:
 - Financial Empowerment Program;
 - Quality of Life Data Platform special project;
 - Adult Literacy and Learning Program;
 - Climate Action;
 - Support to Executive Director, Property Committee, and project team of development consultants and architects regarding the planned redevelopment of 248 Ossington for community services and affordable housing.
5. Volunteers: recruitment, support, and development of volunteers.
6. Shared management team responsibilities including advancing diversity, equity, and inclusion strategies, righting relations with Indigenous peoples, and financial management.
7. Other duties as required.

Qualifications:

- Master's degree in a related field (e.g. social work, community development, public policy) or equivalent skills in rigorous use of data, critical analysis, and public policy development achieved through training and education including lived experience;
- Minimum 5 years' experience in supervision, support, and development of staff, preferably in a unionized environment;
- Minimum 3 years' experience working in a public benefit organization (i.e. non-profit organization or government), preferably a multi-service neighbourhood organization/settlement house;
- Demonstrable well-rounded knowledge of and experience in ethical fundraising, communications, government relations, community development, and advocacy;
- Demonstrable commitment to ongoing learning about diversity, equity, inclusion, anti-racism, anti-oppression, anti-colonization;

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- Knowledge and experience in righting relations with Indigenous peoples, climate action, financial empowerment, and property redevelopment/affordable housing are welcome assets. Otherwise, the successful candidate must be willing to undertake learning in these areas.
- Excellent communication skills, including use of clear language and design;
- Excellent project management, problem-solving, and self-management skills, including time management, attention to detail, ability to manage diverse tasks, sound judgement about priorities and when to ask for clarification or help;
- Deep knowledge of downtown west Toronto is an asset;
- Ability to work on-site in West NH locations (limited regular remote work can be negotiated) with occasional evening and weekend work.

Status: Permanent Full Time (Non-bargaining Unit Position)
Start Date: ASAP
Hours: 35 hours per week
Rate: \$87,396/yr, under review (4 weeks' vacation, paid sick days, floater days, full benefits package after 3 months, RRSP contribution at 5% after 1 yr)
Immediate Supervisor: Executive Director
Posting Date: August 28, 2025
Closing Date: September 26, 2025

Please send your cover letter and resume clearly indicating “Director of Community Relations, Advocacy, and Community Development” by 5:00pm on the closing date to:

Hiring Committee
588 Queen St. W.
Toronto, Ontario
M6J 1E3
jobs@westnh.org