



Radius Child & Youth Services™
PREVENTION • INTERVENTION • RESEARCH

Position Title: Director - Administration
Hours: Full Time- Monday to Friday
Location: Etobicoke & Oakville
Salary: Competitive
Start Date: Immediately

Director - Administration

Organization/Position Summary

Radius Child and Youth Services is a specialized community-based organization that provides clinical assessment and counselling services to children, adolescents and families affected by interpersonal abuse.

As a key member of the Senior Leadership team reporting in directly to the Executive Director, the Director Administration is responsible for ensuring that all Radius office locations are operationally efficient and effective. The successful candidate will be responsible for setting strategic human resource and operations directions and ensuring a continual commitment to quality improvement. This role will also be accountable for supporting and sustaining a culture that exemplifies our core values; people first, better together, and operating with integrity and excellence.

Core Responsibilities

1) Human Resources (20 %)

- Counsel and provide guidance and direction to staff and management on human resource related topics/issues.
- Manage the Human Resource Information System (BambooHR).
- Work with staff and management to facilitate staff development and training opportunities. Conduct annual legislatively required trainings. (AODA, Violence/Respect in the Workplace, Code of Conduct etc.)
- Communicate and ensure compliance and consistency with policies and compliance with all employment related laws.
- Manage the full life-cycle of recruiting and continuously improve our recruiting tools so Radius can attract, retain and motivate high quality talent.

- Manage company benefits plan; including negotiating annual contract, reviewing monthly statements, enrolling and terminating staff and adjusting terms as required.
- Develop and maintain all HR and Operations policies and procedures and provide guidance to staff as required.
- Formalize onboarding and orientation process for all our staff and consultants.
- Identify and work with external consultants/service providers.
- Oversee the annual performance review process and implement new BambooHR performance management tool.
- Act as back-up to Finance Manager for payroll processing.
- Serve on several internal committees including Labour Management Consultation Committee (LMCC), Social Committee, Health and Safety Committee (Return to Work Committee), Health and Wellness Committee and Quality Meeting.
- Responsible for all HR information collection, reporting and metrics.
- Design, plan and implement labour relations programs and policies in support of the overall HR strategy.
- Lead labour relations processes including arbitrations, discipline and termination procedures.
- Participates in the negotiations for; and the administration of the collective agreement.
- Ensure appropriate interpretation and compliance with collective agreement.
- Act as a subject-matter expert for labour relations across the organization and ensures appropriate levels of training for management across all operations.

2) Operations & Administration (80%)

- Provide support to the Accreditation process (Onsite review for Qmmmentum status with Accreditation Canada to occur in December 2021) and take on responsibility for all people related policies and processes.
- Manage and oversee office services functions including building service, ,IT contractor, reception, and administration for both locations .
- Ensure that all protocols are drafted, implemented, and appropriately communicated relating to COVID-19 and having staff/clients onsite our offices.
- Supervise Client Service/Administration, Administrative Assistant(s), and Evening Receptionist.
- Oversee office space management, including the anticipation of office space needs and managing of office moves.
- Oversee and negotiate organizations insurance policies (cyber, professional liability etc.)
- Manage third party IT provider, ensuring that timely services are being delivered in accordance with our contract, keeping adequate inventory on hand, reviewing internet security, and creating supporting policies and documentation to ensure privacy and compliance for all users/clients.
- Support Ministry reporting and risk management initiatives as requested by Executive Director.

Required Education & Experience

- Undergraduate degree in Social Sciences, Human Resource Management or Commerce/Business Administration. Masters level degree in Business related field an asset.
- 7-10 years of professional experience with at last 5 years of progressive and hands-on management experience; minimum of 3-5 years' supervisory experience.
- Prior labour relations experience preferred and ability to interpret and understand Collective Agreements, grievances, MOU's, and corresponding processes.
- 3-5 years of experience in overseeing operations/administration in a small to mid-size organization including IT.
- Preference given to CHRP or CHRL designation.
- Experience supporting multiple locations.
- Working in HR or Operations in a not-for-profit environment a definite asset.

Knowledge & Key Competencies

- Commitment to actively promoting Radius Child and Youth Services mission, vision, and core values.
- Results-oriented and skilled at setting priorities and meeting deadlines.
- Able to work independently and demonstrate strong strategic and problem-solving skills.
- Thorough working knowledge of Microsoft Office software (including Word, Excel, MS Project) and HRIS systems.
- Must possess a strong attention to detail and be comfortable performing multifaceted projects in conjunction with day-to-day activities
- Strong oral and written communication skills.
- Superior interpersonal and coaching skills and ability to work well with staff at all levels.
- Ability to maintain a high level of confidentiality in all interactions.
- Bilingualism (French/English) is an asset.

Radius Child and Youth Services is committed to accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We will work with applicants requesting accommodation at any stage of the hiring process. This document is available in alternate format(s) upon request.

Please note that all successful candidates must provide a satisfactory vulnerable sector police records check prior to the commencement of employment. Radius Child and Youth Services appreciates all applications; however, only those selected for an interview will be contacted.

*Please submit your cover letter and resume to ssorrenti@radiuschild-youthservices.ca
Applications must be received by 5:00 p.m. on October 30th, 2020.*