

Executive Director, Ralph Thornton Community Centre

Work Location: 765 Queen St E, Toronto ON M4M 1H3

Job Type & Duration: Full-time, Permanent

Salary: \$101,900 to \$131,222 annually, Wage Grade 7

Shift Information: Monday - Friday, 40 hours/week, with some evening/weekend work as required

Affiliation: Non-Union

Number of Positions Open: 1

Posting Period: May 5 - June 2, 2023

The Ralph Thornton Community Centre (RTCC) is a public agency (a City owned, community managed facility), that is one of ten centres collectively known as the Association of Community Centres (AOCCs). It is governed by an elected Board of Management. For more information, visit the RTCC webpage: [Ralph Thornton Community Centre](#)

Reporting to the Board of Management, the **Executive Director** provides stewardship to the Ralph Thornton Community Centre by advancing the Centre's mission as "a gathering place that welcomes, connects, and engages the community in all its diversity." This is an exciting opportunity for someone who will create, develop and deliver a formative vision for the RTCC, advancing the City of Toronto's social development goals, while promoting the quality of life of members and residents in the South Riverdale community.

Reporting to the Council appointed Board of Management, in this position will encompass the following **accountabilities**:

Board Management and Support:

- Facilitates the functioning of the Board, providing liaison among the Board, staff, stakeholders and City Council.
- Leads the identification and development of strategies and options to meet the communities unique service needs by liaising with the Board and staff, as well as collaborating with community stakeholders, and City Council.
- Consults with the Board of Management, staff, volunteers and stakeholders and determines priorities, establishes objectives and formulates programs, policies and procedures.
- Provides support and leadership to volunteer Board members including: orientation, preparing reports, agenda construction, and communication between Board and staff, maintaining confidential material, implementing Board decisions and identifying issues and ways to address them.

Human Resource Management:

- Provides strategic direction and leadership to the management team and unionized staff, which includes: recruitment, training, performance management (e.g. staff evaluation, progressive discipline), labour relations, and health and safety. Ensures effective teamwork, high standards of work quality and organizational performance, continuous learning and encourages innovation in others.
- Manages labour relations matters (e.g. grievances, terminations) by applying relevant City of Toronto and RTCC human resource policies, legislation, and collective agreement provisions. Responds to the union and may represent the RTCC in the collective bargaining process.

Financial and Facilities Management

- Providing leadership to the Business Manager, provides control and direction for the budget and all funding. Collaborates with the Business Manager to develop, recommend, and administer the annual budget, overseeing financial controls and ensuring expenditures are maintained within the approved budget.
- Ensures sufficient financial resources to operate the Centre and programs through planning, coordinating, implementing, and evaluating fundraising methods, such as special events, direct ask, rentals, program fees, and proposals to governments, foundations, and corporations, working with committees of volunteers and staff.
- Exercises signing authority for contractual agreements in respect to facility, operations, human resources, funders, program partners, and facility users. Protects and reflects the Centre's interests in legal relationships and negotiates, executes, and administers legal agreements that affect the Centre.

Program and Service Delivery

- Identifies emerging needs, new communities, initiatives, and innovations in collaboration with community members and the Manager of Strategic Initiatives. Designs and builds new programming with existing and fresh resources.
- Ensures the development of targets and measurement criteria to evaluate the effectiveness of programs and services.
- Collaborates, negotiates, and advocates with City staff and those from other orders of government, community agencies, and community members to create or strengthen broad social programs and policies for positive impact on community issues and needs.
- Ensures appropriate automated systems are in place to enhance, develop and implement effective data management services to ensure that essential information is available to meet programs' analytical and reporting needs and to facilitate the centre's management, financial and human resource administration, membership and funding.

Strategic Planning and Policy Development

- Advises and provides guidance in the preparation and development of strategic planning that addresses identified community needs and available resources, with recommendations on feasibility and timelines.
- In collaboration with the Board and staff, forms, reviews and implements policies, procedures, and best practices to promote diversity, equity, and inclusion through all the Centre's programs, services, etc..
- Administers, directs and coordinates all activities by establishing and implementing short- and long-range strategic goals. Establishes the organization's annual operational plan and oversees the development of individual work plans aligning with the strategic plan.

Public Relations

- Maintains formal and informal relationships with City of Toronto divisions that affect RTCC operations, the Ward Councillor, Council and Committees, and other AOCCs.
- Responds to inquiries, issues and concerns arising from the Board, staff, service users, funders, regulators, community partners, elected officials and the media.
- Provides oversight and maintains formal and informal relationships with organizations that comprise building tenants, the local Business Improvement Areas (BIAs), and neighbourhood agencies and businesses, to foster partnerships in areas of shared interest which align with the Centre's strategic plan.
- Initiates, evaluates, and supervises the design and implementation of effective publicity, outreach, public relations and marketing materials, and initiatives to create and ensure a positive image in the community.

- Prepares reports to Board and funders, correspondence and response to enquiries, makes presentations to community stakeholders as requested.

Key Qualifications:

1. Post-secondary education in non-profit management, public or business administration, or other relevant discipline, or the equivalent combination of education and experience.
2. Extensive leadership experience in the key functional areas of relationship building, strategic planning, financial management, public relations and operations.
3. Considerable experience managing community services and programs, coupled with experience fundraising to ensure strategic deliverables are achieved.
4. Extensive experience in supervising and managing staff with the ability to motivate and build a cohesive and high performing team. Management experience in a unionized environment would be an asset.
5. Experience in promoting and implementing diversity, equity, and inclusion strategies and driving organizational change.
6. Highly developed interpersonal, human relations, conflict resolution and problem solving skills to interact and communicate effectively with the Board, different orders of government, businesses, and community organizations and groups.
7. Highly developed written communication and analytical skills to write grants and program proposals and reports for the Board using Microsoft Office Suite.
8. Comprehensive knowledge of community development and empowerment principles and neighbourhood building strategies engaging individuals of all ages, in particular those individuals marginalized by society and most at risk socially, emotionally, economically, physically and those with mental health concerns.
9. Knowledge of government policy issues impacting on the operation of a multi-service organization to provide a broad range of public services to the public.
10. Advanced project management skills to develop, implement, monitor, and evaluate programs, systems, processes, partnerships, and policies.
11. Knowledge of, and enthusiasm for, community development, empowerment principles, advocacy, inclusive decision-making and neighbourhood engagement strategies. Knowledge of the South Riverdale and its community infrastructure would be assets.
12. Knowledge and understanding of relevant policies and government legislation including Occupational Health and Safety Act, Ontario Human Rights and Accessibility for Ontarians with Disabilities Act.
13. Ability to speak one or more Chinese languages, and familiarity with Chinese cultures, would be assets.
14. A Vulnerable Sector Screening (police reference check) is required by the successful candidate prior to commencing employment.

Employment Equity: Committed to employment equity, the Ralph Thornton Community Centre encourages applications from Aboriginal people, people with disabilities, members of visible minority groups, LGBTQ2S+ and women. The Ralph Thornton Community Centre is committed to building an inclusive society and providing an accessible environment in which all individuals have access to the City's services and programs in a way that respects the dignity and independence of people with disabilities.

Accommodation: The Ralph Thornton Community Centre is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with

Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.

Application Deadline: **June 2, 2023 by 5:00 p.m.**
Please send resume and cover letter via email to:

careers@ralphthornton.org

Subject Line: Executive Director, Ralph Thornton Community Centre

Please note: We thank you for your interest. Only those selected invited for further screening or an interview will be contacted.