

Career Opportunity: Director of Programs and Client Services



Are you passionate about your work and looking for a way to apply your skills and talents in a meaningful way?

Do you have the leadership skills to jump into an organization in the midst of exciting and transformational change?

At Lions Foundation Canada Dog Guides (LFCDG) we help people with medical or physical disabilities lead independent lives by providing them with a dog guide at no cost to support them in their daily lives. The school is unique in offering 7 different programs serving between 150-200 new clients annually and supporting over 1100 active clients. The school operates out of our central location in Oakville, ON and a breeding and training facility in Breslau, ON with plans to move to our new leading edge facility (Oakville) in early 2023.

The Opportunity:

Reporting to the CEO, LFCDG is seeking a Director of Programs and Client Services to lead a passionate team of staff and volunteers responsible for all aspects of high quality client/dog matches including: the application process; client acceptance; in-house client housing/food facilities; training; and follow up experiences. The position is part of the Sr. Management Team providing strategic input, and tactical and planning expertise that supports program development and capacity building. We are looking for an individual who can provide strategic and thought leadership as the organization is developing a new strategic vision focused on enhancing quality and investing for growth through strategic partnerships and collaboration.

LFCDG is in the midst of an exciting opportunity. We are building a leading edge, client centered, new facility that aspires to be best in class. The Director of Programs and Client Services will play a key role in shaping the project and ensuring the build reflects best design thinking to support the needs and interests of our clients.

Key Responsibilities:

Client Services:

- Provide oversight of all customer services including investigating and solving problems, and adhering to customer service standards
- Develop and implement customer service standards
- Monitor and measure results of customer service programs and activities as related to strategic outcomes
- Develop and implement client /dog training class programs and schedules based on annual operational plan including apprentice program
- Manage apprentice program and development opportunities for staff to support growth and excellence
- Oversee, develop, and monitor policies and procedures to ensure adherence to ADI and IGDF accreditation programs

Strategic Leadership:

- Develop annual team operational plan & budget aligned with the LFCDG strategic plan and resources
- Employ a variety of measurement strategies to evaluate results and future investment of resources
- Partner and collaborate with cross-functional teams to diagnose issues, align processes and recommend enhancements

- Build and maintain strategic relationships and partnerships that benefit LFCDG's programs and services
- Contribute as a thought leader within the dog guide and client service sectors

Human Resources:

- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality
- Manage staff performance and development goals
- Support managers and supervisors to be fully trained on all aspects of people management and planning including: recruiting, retaining, training, mentoring, and motivating staff
- Mentor and develop staff using a supportive and collaborative approach on a consistent basis
- Monitor workload and processes and ensure efficiency
- Assign staff to projects and functions, monitoring and guiding results
- Evaluate volume and staffing requirements according to the annual plan

You will bring to the opportunity:

- An undergraduate degree in a related discipline
- Strong preference for 5 year post instructor qualification from an organization accredited by ADI or IGDF
- Proven experience working and managing and in the disability sector
- Knowledge of service delivery programs and practices is required
- Knowledge of training & development in adult education is an asset
- Knowledge of accessibility legislation, standards and best practices related to areas of responsibility
- Demonstrated planning, evaluation and project management experience
- Minimum 5 years as a Senior Manager in a related role with experience in growing, managing, mentoring and inspiring internal teams
- Demonstrated ability to think and plan strategically and manage tactically
- Excellent organizational, planning and time management skills, including handling multiple, concurrent and diverse tasks
- Ability to use discretion, judgment and tact in handling sensitive/confidential information/situations
- Experience working directly with a volunteer Board of Directors
- Excellent written, verbal and listening communication skills
- Excellent interpersonal, networking and strategic relationship-building skills to influence and develop constructive working relationships with a wide range of persons and organizations
- Strong leadership skills
- High degree of professionalism and integrity
- Technical literacy in the MS Office, as well as various internet research tools

Despite these interesting times, if you are looking for a challenging opportunity to demonstrate your strategic planning capabilities and a place to let your innovative thinking shine, please send your resume, salary expectation and a cover letter stating why you are interested in becoming LFCDG's next Director of Programs and Client Services and how your skills set you apart by July 31st to the attention of the hiring committee:

careers@dogguides.com

Re: Lions Foundation of Canada Dog Guides – Director of Programs and Client Services

LFCDG welcomes applications from people with disabilities. Applicants will be provided accommodations during the application process if needed. We thank all applicants for their interest and advise only successful candidates will be contacted for the next steps in the application process