

Independent Living Waterloo Region (ILWR) is a non-profit, community-based organization with a proud history of serving the Region since 1982.

ILWR provides attendant outreach services and delivers personal support services for individuals with physical disabilities living in the community and in assisted living environments.

Since March 24, 2021 ILWR has been under Supervision pursuant to the Local Health System Integration Act, 2006. A key role of the Supervisor, is to make changes and improvements to the organization including governance and management. While under supervision, ILWR has made significant progress in stabilizing, building capacity, addressing operational fundamentals, and strengthening connectivity with staff and consumers.

ILWR is guided by its vision of ‘working together to achieve happiness through independence’ and its mission of ‘supporting independent living through service excellence and partnerships’. We are looking for an individual who will provide strong and effective leadership reflective of the organization’s values of accountability, respect, empowerment, responsiveness, and collaboration.

Your Opportunity to Make a Difference

As **Executive Director**, you will advance ILWR’s vision and mission, continue the organizational transformation initiated under supervision, and explore innovative and creative approaches to effectively position the organization by responding in a constrained funding environment that necessitates the pursuit of alternative funding strategies and system efficiencies; navigating system reform that necessitates more effective care delivery models to improve the consumer experience, increase quality, and demonstrates better value for investment to funders; and exploring opportunities to improve efficiency and economies of scale through increased collaborations and integrations;

Reporting to the Board of Directors, you will oversee implementation of the goals and objectives established in conjunction with the Board, as well as providing strategic advice related to both opportunities and threats facing the organization. The role encompasses strategic planning, leadership, day-to-day operational management with a focus on quality improvement, staff engagement, exceptional consumer experience, and stakeholder relations. In addition, you will exercise effective stewardship of financial resources and work closely with provincial funders to ensure financial sustainability.

Experience and Competencies

- **Leadership:** 7-10 years of progressive managerial experience, ideally in a health services environment;
- **People centred leader:** Demonstrated understanding of the importance of staff engagement; actively supports a values-based environment based on clear expectations and accountabilities; maintains a respectful and empowered work environment; and supports staff through regular communication and information;
- **Quality improvement:** Demonstrated commitment to excellent service delivery with a focus on quality and consumer experience; establishes clear targets, monitors performance, and addresses service failures; fosters an improvement mind set supported by processes and practices;

- **Operations:** Demonstrated understanding of service delivery and back-office functions (Enterprise Scheduling, Electronic Health Records, HR, IT, Finance); monitors operational performance; and focuses on process improvements and the efficient use of resources;
- **Financial:** Demonstrates fiscal integrity, to include submission to the Board of a proposed annual budget and monthly financial statements, which accurately reflect the financial condition of the organization; fiscal management that generally anticipates operating within the approved budget, ensures maximum resource utilization, and maintenance of the organization in a positive financial position
- **Policy and Legislation:** Understanding of the Home and Community Services Act and legislative framework within which attendant services operates; knowledge of the scope of practice for unregulated staff and personal support workers (PSW's), and controlled acts; and provide staff with ongoing scope of practice information; knowledge of the Employment Standards Act (ESA), Occupational Health and Safety (OHS) Act, and Personal Health Information Protection Act (PHIPA).
- **Funding:** Knowledge of how community-based health service providers are funded; appreciation for working within a Multi Sector Accountability Agreement (M-SAA); monitoring and reporting on key performance metrics; and working effectively with Ontario Health;
- **Strategy Execution:** Ability to formulate and implement a strategic plan and communicate goals and objectives; possess excellent assessment, decision making, problem-solving, priority setting and critical thinking skills; monitors progress to plan and address variances to plans and targets;
- **Stakeholder Engagement:** Appreciation for the importance of building and maintaining strong connections in with the Consumer Advisory Council, consumers, the community and within the sector;
- **Management:** proven ability to handle multiple, concurrent issues, projects and tasks in a controlled and systematic manner; building an effective and results oriented management team; providing ongoing coaching and mentoring to direct reports; and ensuring alignment from the Executive Director's office to the front line; and possess strong organizational, planning and time management skills;
- **Education:** Bachelor degree required; Masters degree preferred or equivalent combination of education and experience may be considered.

How to Apply

Interested applicants are requested to submit a covering letter and resume via email quoting "ILWR -ED" in the subject line to careers@waterhousesearch.com by October 8th, 2021.

Should you wish to speak to our Executive Recruiters please contact Jon Stungevicius at 416-214-9299 x1, jon@waterhouseserarch.com or Amy Oliveira at 416-214-9299 x4, amyoliveira@waterhousesearch.com.

Personal information is collected under the authority of the Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes only. All applications will be held in strict confidence. We thank all applicants, however, only those selected for an interview will be contacted.