

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2026-08

POSITION TITLE: Director, Community and Seniors' Services	
DEPARTMENT: Independent Living	STATUS: Regular Full-Time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATE: N/A
REPORT TO: Vice President, Independent Living	SALARY RANGE: \$114,062.00 per annum
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Neighbourhood Group (TNG) is a multi-service, non-profit organization providing integrated health, social, and community services across Toronto. Funded by all three levels of Government and other public partners, TNG is committed to equity, access, and accountability in serving individuals and communities experiencing barriers, isolation, and health inequities. Independent Living and Seniors' Services is a core TNG portfolio delivering community-based and Home Care supports that enable seniors and adults to live safely and independently. Programs include Adult Day Programs (ADP), Seniors Active Living Centres (SALC), transportation services, Meals on Wheels, and case management, Home Care, Supportive Housing and Assisted Living Services operate within a regulated and performance-driven environment, aligned with MSSA requirements, Ontario Health accountability frameworks, Ontario Health at Home and other service standards. The portfolio emphasizes person-centred, trauma-informed, and culturally responsive care, with a strong focus on quality improvement, fiscal responsibility, and measurable outcomes. We are seeking leaders who are passionate about community-based care, system integration, and strengthening services for seniors and vulnerable populations.

The Director, Community and Seniors' Services (Independent Living) provides strategic and operational leadership for TNG's Independent Living and Seniors' Services portfolio across Toronto. The Director will oversee Adult Day Programs (ADP), Seniors Active Living Center (SALC), transportation services, Meals on wheels and case management (client intervention) services across Toronto. The Director is accountable for program performance, staff leadership, fiscal stewardship, quality improvement, and compliance with Ontario Health, MSSA, and funding and reporting requirements. Reporting to the Vice President, Independent Living, the Director oversees program planning, service delivery, performance management, and stakeholder engagement to ensure safe, effective, and sustainable services for seniors and vulnerable adults.

MAJOR DUTIES:

Leadership and Operations

- Provide leadership and oversight to Senior Managers and Managers within the Independent Living portfolio.
- Foster a collaborative, accountable, and inclusive leadership culture.
- Support Managers in addressing client complaints, operational challenges, and service quality issues.
- Lead large-scale operational initiatives and communicate changes and impacts to staff.

Strategic Planning & Quality Improvement

- Operationalize TNG's strategic priorities within Independent Living and Seniors' Services.
- Lead continuous quality improvement initiatives aligned with funder expectations and accreditation standards.
- Support organizational change management initiatives.

Funding, Accountability & Reporting

- Ensure compliance with Ontario Health, MSSA, City of Toronto, CSP, United Way, and other funder requirements.
- Oversee data collection, performance measurement, and preparation of funder reports and proposals.
- Represent TNG on Ontario Health Teams and related governance and planning tables

Financial Management

- Manage Independent Living budgets (excluding HCCSS PSW, Supportive Housing, and ALS budgets managed by Home Care).
- Identify and pursue funding opportunities across government and corporate sources.
- Work collaboratively with Finance and senior leadership to ensure fiscal accountability.

Governance, Risk & Compliance

- Ensure compliance with relevant legislation, including OHSA, AODA, Employment Standards Act, Human Rights Code, and collective agreements.

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement

- Responsible for implementing all privacy policies for the IL department including but not limited to investigations and reporting of all privacy breaches
- Lead CARF accreditation processes and support organizational risk management.

Collaboration & Representation

- Co-chair departmental meetings with the Director of Home Care
- Work closely with internal departments (HR, Finance, IT, Operations, Marketing).
- Engage with funders, community partners, caregivers, and external stakeholders.
- Participate in research, sector consultations, and system planning initiatives.

REQUIREMENTS & QUALIFICATIONS:

- Master's degree in Social Work, or a Regulated Health degree is required.
- Master's degree in Administration would be considered an asset.
- Minimum 5 years of senior management experience in community health or social services.
- Demonstrated experience working in unionized and non-unionized environments.
- Experience leading publicly funded programs serving seniors and marginalized populations.
- Proven experience managing budgets, performance metrics, and funder accountability.
- Experience leading organizational or departmental change initiatives.
- Strong leadership, coaching, and people management skills.
- Demonstrated knowledge of Ontario Health, MSSA, and municipal funding environments.
- Excellent communication, relationship-building, and stakeholder engagement skills.
- Strong analytical, planning, and problem-solving abilities.
- High emotional intelligence and conflict resolution skills.
- Proficiency with databases, reporting systems, and performance measurement tools.
- Occasional travel across the Greater Toronto Area.
- Exposure to complex, high-needs community environments.
- Role includes after-hours on-call responsibilities and variable work demands

To apply, submit your resume with “TNG2026-08” in the subject line of your email to: careers@tngcs.org