

Job Posting: **Executive Lead, Programs and Services**
Full Time, Permanent Position
Deadline – June 12, 2023

Reporting to CEO, the Executive Lead, Programs and Services is responsible for leadership of the programs and services team including a team delivering direct to caregiver virtual programs and a regional team interfacing with community-based caregivers, organizations and service providers across the province. A member of the OCO leadership team, the Executive Lead will contribute to bringing OCO's strategic plan to life through the ongoing development, delivery and evolution of a wide range of supports for caregivers. Working with caregivers, subject matter experts and system partners, the Executive Lead will ensure OCO delivers effective programming that serves caregivers' ongoing and emerging needs. The Executive Lead will optimize strategies for growing program and service reach and impact.

The successful candidate will thrive in a fast-paced environment with a focus on creativity, teamwork and action. They will excel at galvanizing a team around a clear strategy and culture of continuous improvement. They will have a track record of success in building new programs from concept to launch and taking existing programs to the next level. They are highly collaborative and skilled at building productive relationships with OCO team members, external partners, vendors and other collaborators. They are skilled and knowledgeable about technology tools to engage with caregivers and diversify approaches to deliver virtual programming.

Key Responsibilities:

- Lead virtual-first programs and services team that delivers virtual, digital and in person offerings
- Develop and execute both strategy and ongoing implementation plans for OCO's programs and services to address caregiver needs and increase reach and impact for caregivers
- Oversee the ongoing delivery, evolution and growth of OCO's portfolio of programs and services in alignment with the OCO mandate and purpose
- Identify new innovations that could be applied to OCO's existing programs and services and/or used to inform the development of new ones based on inputs such as caregiver engagement insights and new technologies
- Evolve OCO's caregiver engagement strategy to inform the development and evolution of programs and services
- Generate new methods to engage Ontario's diverse caregiver population, including leveraging digital tools and program partnerships
- Evaluate OCO's programs and services using a range of methods
- Develop and monitor performance KPIs for portfolio in alignment with operating plan
- Collaborate with OCO leadership team on the development of new program opportunities, process improvements, community engagement strategies and the evolution of OCO to expand the role that OCO plays in supporting Ontario caregivers
- Foster collaborations with regional and local partners to develop solutions with and for caregivers to extend OCO's reach and impact
- Manage relationships with vendors to support program development and delivery
- Engage caregiver volunteers to support the development and delivery of programs and services

- Increase caregiver access to support by cultivating collaborations and referral pathways with community-based organizations
- Collaborate with academic partners on research initiatives related to caregivers, where relevant to OCO's purpose
- Plan and balance the programs and services budget
- Report on OCO's programs and services to funders and OCO's Board of Directors

Qualifications:

- 10+ years team and program management experience in a health care or social services setting
- Leadership experience working within the health care, social services, or non-profit sector
- Strong understanding of a range of relevant programs including peer support, peer mentorship, counselling, coaching, e-learning, microlearning, and regional engagement
- Deep understanding of adult learning, digital experience and technology tools to deliver programming
- Knowledge and awareness of equity, diversity, inclusion and accessibility and how it can be applied in the delivery of programs and services
- Leadership experience developing programs, services and resources, ideally related to social or mental health supports, peer support, and/or adult education
- Knowledge of Ontario's health and social care systems and how they are evolving
- Exemplary communicator and collaborator with a diverse range of stakeholders
- Experience involving the engagement of people with lived experience, ideally including co-design of initiatives or resources
- Experience with conducting and/or overseeing program evaluation
- Excellent interpersonal, engagement and communication skills
- Proven effectiveness managing others and cultivating effective teams
- Strong organizational and time management skills
- Exemplary digital literacy skills and capacity to leverage a range of digital tools
- Ability to work from home office (or combination of home and OCO's Toronto office) and some travel across Ontario, including meetings in Toronto
- Knowledge of caregiver needs, the role of caregivers in the health care system, and/or experience as a caregiver is an asset
- Ability to speak and write in French is an asset

Education:

- Master's degree in health policy or management, learning and development, social work or other relevant discipline, or equivalent combination of education and experience

We invite qualified applicants to submit a cover letter and resume to

OCOREcruit@ontariocaregiver.ca and please note posting will close **4:00 pm on June 12, 2023.**

Please quote the title Application: Executive Lead – Programs and Services in the subject line of your email.

We thank all applicants for their interest; we will contact only those applicants selected for further consideration. Applications will be reviewed on an ongoing basis, and therefore early submission is



encouraged.

OCO is an equal opportunity organization, committed to increasing diversity and inclusion in today's workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. We encourage applications from people representing all communities including persons with disabilities, Black, Indigenous, racialized people, individuals from LGBTQ2S+ communities and others who reflect the diversity of our province. We are committed to an inclusive, barrier-free recruitment, selection process and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We are happy to work with applicants requesting accommodation at any stage of the hiring process.