



Position Profile
Director of Services (DS)
Location: Oakville

Lighthouse for Grieving Children and Families

Lighthouse for Grieving Children and Families provides free peer support for grieving children, youth, and their families in Halton, Peel and beyond. Lighthouse offers open-ended, on-going grief support groups to help children and their families re-adjust after the death of a parent or sibling. The groups provide a forum for friendship and self-help with others who have experienced a similar loss and develop coping skills after a life-altering death.

Vision

To foster and encourage supportive communities for grieving children, youth, and their families within Lighthouse, and beyond our four walls.

Mission

To help children, youth, and their families who are grieving a death, find a sense of belonging, connection and understanding from others experiencing similar loss.

Diversity, Equity, and Inclusion

At Lighthouse we believe that no child should grieve alone. To achieve this, we apply a culturally humble approach in all levels of the organization. Understanding that grief affects everyone differently, we listen and learn from our community members, allowing us to provide more equitable access to grief support. Focusing on inclusivity, we honour the rich diversity of the communities through continuous employee development and program provision.

Position

Reporting to the Executive Director, the Director of Services (DS) oversees all aspects of service delivery including grief support groups, community education, and training initiatives. DS leads the dynamic growth of the service delivery team.

Responsibilities

Human Resource Management

- Responsible for the recruitment, training, professional development, evaluation, management and retention of service delivery and administrative support staff, volunteer facilitators, summer students and placement student interns to maintain excellent service delivery standards
- Plans strategically and forecasts HR needs related to organizational growth

- In consultation with HR/Governance Committee and the Executive Director, updates HR policies and procedures, and risk assessment as needed

Service Delivery

- Responsible for ongoing evaluation of support groups, including outcome measures, data collection, analysis and reporting to board, funders and as required;
- Continual planning, management, and development of new agency initiatives as well as implementation of enhancements and improvements
- Coordinates and facilitates support groups as needed
- Assists with participant intakes, telephone support, community consultations and enquiries as needed

Public Relations/Outreach

- Develops and maintains relationships with community organizations and professional partners, e.g. mental health professionals, counseling professionals, school board staff, higher learning institutions, hospices, funeral homes and other related agencies to further visibility and promotion of Lighthouse
- Organizes workshops and special events to supplement and enhance peer support groups as appropriate

Resource Development

- Provides support to the Executive Director with fundraising outreach and grant writing
- Provides progress reports and outcome measurement report backs to funders including foundations, community funders and private donors

Grief Education/Training and Resource Centre

- In consultation with Executive Director plans, develops and implements training program to train and support communities seeking to replicate the LH support model in other areas across Canada
- Develops and delivers educational presentations for support group participants, volunteers, and the greater community

Administration

- Manages service delivery budget efficiently and effectively
- Develops, implements and updates service delivery policies and procedures as needed

Communications and Strategic Thinking

- Contributes to and supports strategic leadership and vision for the Lighthouse aligning the service delivery with organizational mission and strategic planning
- Considers new and innovative opportunities to improve services for the organization with a lens on supporting diverse populations
- Promotes teamwork that fosters co-operation among staff members and volunteers
- Encourages and recognizes creative, imaginative, and collaborative solutions to issues or problems



Qualifications

Skills, Experience and Knowledge

- 5-7 years in a social services agency, ideally within the children's grief and bereavement sector
- Related University Degree: Social Work Degree, Child Life Specialist, Education Degree, or equivalent experience
- Demonstrated commitment to, and knowledge of, community services
- Strong leadership, management, and supervisory skills
- Ability to take initiative, manage multiple tasks with established deadlines and work effectively within a small team
- Strong presentation and public speaking skills
- Experience with community outreach
- Ability to research and write effective grants

What Lighthouse Offers

- A competitive salary
- Four weeks vacation
- A health & dental spending account

To Apply

Qualified applicants are invited to submit their resume and cover letter to Anne Smith, Executive Director at asmith@lighthousegriefsupport.org by June 23, 2023.