



Family Services Ottawa

Director, Operations

Established in 1914, Family Services Ottawa (FSO) is a key provider of accessible counselling, parenting and support services to the residents of Ottawa. With 60 qualified staff and a budget of five million, this not-for-profit organization offers a wide array of programs supporting mental health issues, anti-violence, parenting, employee assistance, LGBTTTQ+ etc. FSO is a values-driven organization and envisions, 'A community where families and individuals are strong and resilient, and have the support they need to lead healthy, fulfilling lives.' Family Services Ottawa is now looking for an experienced Director of Operations to support the successful trajectory of this valuable community service and ensure that it continues to play a vital role in the health services continuum.

Reporting to the Executive Director, the Director, Operations (Director) will contribute to the strategic planning, risk management, quality assurance and compliance in its delivery of organizational programs and services. The Director works closely with FSO leadership at all levels to support best practices; adherence to college and professional standards for counselling and psychotherapy programs; ensuring quality assurance and organizational objectives are being met; and maintaining current standards for case interventions. In doing so, the Director liaises and collaborates with community partners and Ministry contacts to support FSO and FSEAP's achievement of service outcomes, reporting requirements and strategic plan objectives, while providing supervision to clinical and program management staff.

As the ideal candidate, you are an inspiring leader that brings a relevant Master's degree along with a minimum of five years' management experience with a strong ability to lead and mobilize staff in a unionized environment. You are a passionate, compassionate, and dedicated professional. Ideally bilingual, with a track record of managing program budgets and working with funders, you thrive in a dynamic work environment and have the ability to deliver under pressure.

If the opportunity to positively impact FSO's mandate interests you and you meet the criteria above, we would be delighted to discuss further.

For further information, please contact [Michael Williams](#) or [Dominik Legault](#) from Odgers Berndtson Executive Search. To apply in confidence, please submit your resume online at <http://www.odgersberndtson.com/en/careers/17284>

We look forward to hearing from you and will treat all communications in confidence.

Family Services Ottawa is an equal opportunity employer. In accordance with the Accessible Canada Act, 2019 and all applicable provincial accessibility standards, upon request, accommodation will be provided by both Odgers Berndtson and FSO throughout the recruitment, selection and/or assessment process to applicants with disabilities.