Bellwoods Centres for Community Living Inc.
Director, Client Support Services

Bellwoods Centres for Community Living Inc. acknowledges the land and expresses gratitude to the First Nations that have lived, for time immemorial, on the particular land we are gathered on. In doing so, we express our respect, a small antidote for the many disrespectful actions, both large and small, of our colonial past as well as many current inequities.

Established in 1957, Bellwoods Centres for Community Living Inc. (Bellwoods) is a charitable, not-for-profit organization providing community-based support services for people with physical disabilities to help them remain living independently in the community. Its personal support workers and Independent Living (IL) facilitators provide services to people 16 years of age or older. Services are provided to clients who reside at one of the organization's many housing sites or through Attendant Outreach (AO) Services provided in the community to support persons with physical disabilities in their own homes, at school, or at their place of employment. Bellwoods also offers a short-term transition program – Reintegration Care Unit – that helps individuals reintegrate back into the community following an illness or debilitating injury.

Bellwoods is committed to responsive, client-centred services grounded in dignity, choice, independence, and inclusion. It is within this context that Bellwoods invites nominations and applications for the role of **Director, Client Support Services**, a senior leadership position with responsibility for the quality, performance, integration, and continuous improvement of Bellwoods' client-facing services.

Reporting to the Chief Operating Officer, the Director, Client Support Services will provide strategic leadership across Bellwoods' client service operations, including service delivery, workforce planning, transitions programming, community partnerships, and quality improvement. The Director will bring these areas together through an integrated operational approach that supports high-quality, responsive, and sustainable services.

The Director will ensure that services are delivered safely, effectively, and consistently, while meeting organizational expectations, funding agreements, accreditation standards, and legislative requirements. Working closely with leaders and teams across Bellwoods, the Director will translate organizational priorities into measurable operational objectives and strengthen the systems, practices, and accountabilities that underpin high-quality service delivery. They will use data and evidence to monitor performance and client outcomes, identify emerging risks and opportunities, and advance service innovation and continuous improvement. The Director will also provide oversight of workforce planning, scheduling strategy, and system optimization, ensuring that staffing resources and operational processes remain responsive to service demand.

An important part of the mandate will be strengthening Bellwoods' connections across the broader health and community services system. The Director will provide strategic oversight of transitions programming and cultivate productive relationships with hospitals, Ontario Health Teams, community agencies, referral sources, and other partners to support effective transitions

across care settings and improve client outcomes. As a senior people leader, they will coach and develop leaders, foster accountability and collaboration, and contribute to a culture of learning, innovation, and operational excellence.

Qualifications

Among the qualifications being sought in candidates, the incoming leader must have a deep and abiding commitment to advancing reconciliation, equity, diversity, inclusion, and accessibility in all its forms and must believe, intrinsically, in the importance of leading with curiosity and welcoming ideas that can later be synthesized and turned into possibility. While all candidates are encouraged to apply and, in so doing, share how they see themselves adding value to the Bellwoods' environment, the following credentials and/or experiences are seen as possible markers of the candidates most likely to realize success in the role: A) a post-secondary degree in a health-related, social services, rehabilitation, management, or related field; B) a minimum of five years of progressive leadership experience within community health, supportive housing, disability services, or a related sector, with demonstrated experience leading complex client-facing operations and developing people and teams; C) demonstrated expertise in areas such as client-centred service delivery, program design and evaluation, quality improvement, accreditation, workforce planning and resource optimization, supported by an ability to use data and evidence to drive performance and operational decision-making; and D) a strong record of building productive relationships across complex service systems, together with sound knowledge of funding and accountability frameworks, operational risk, change management, and the legislative requirements relevant to service delivery.

The expected salary for this position is approximately $115,000 CAD per year, commensurate with experience and qualifications.

This posting reflects a newly created position within Bellwoods.

How to Apply

Bellwoods encourages expressions of interest from all applicants including Indigenous and racialized communities, women, persons with disabilities, the 2SLGTBQIA+ community, and those of diverse intersectional identities.

Bellwoods is partnering with BES Executive Search, a firm committed to ensuring that every search mandate engages a pluralistic and intersectional range of candidates. Applicants are guided through what BES calls 'The BES Experience'—a thoughtful, candidate-centred process that meets candidates with support and care throughout the search process. ***All interested applicants are encouraged to apply by clicking HERE.***

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), applicants living with a disability will be provided with accommodation throughout the search process. Should accommodations be required, please make Helen Mekonen aware by emailing hmekonen@bessearch.com.

BES is deeply grateful to all who express interest in this opportunity and recognize the time and effort that goes into submitting an expression of interest. While only those most closely aligned with the position requirements will be contacted for an interview, all applications are reviewed with thoughtfulness and will receive correspondence from the firm as part of our commitment to delivering a respectful and inclusive candidate experience.

BES Executive Search Inc. does not use artificial intelligence (AI) to screen, assess, or select applicants.