



Internal/External Job Posting

Position:	Director, Family Services
Reports to:	Executive Director
Contract type:	Full-Time
Location:	Peel Region (Multi Site)
Salary:	\$99,909 Per Year, 35 Hours Per Week
Position Type:	This position is NOT part of the bargaining unit
Deadline to apply:	September 17, 2026
How to apply:	Email resume and cover letter to hr@mnsinfo.org

MNS is a non-profit charitable organization which has provided settlement and community support services since 1975. For more information about MNS, please visit our website at www.mnsinfo.org

POSITION SUMMARY:

Reporting to the Executive Director, the Director of Family Services provides strategic leadership, operational oversight, and program direction for a diverse portfolio of community-based services that support infants, children, youth, and families. The Director is responsible for ensuring the effective planning, implementation, evaluation, and continuous improvement of programs that promote individual well-being, family stability, community engagement, and equitable access to services.

The Director leads a multidisciplinary management team consisting of Managers, Supervisors, Program Coordinators, and other leadership staff, providing coaching, mentorship, performance management, and professional development to foster a high-performing, collaborative, and accountable workforce. Through effective leadership, the Director ensures programs are delivered in accordance with organizational objectives, funding agreements, legislative requirements, accreditation standards, and evidence-informed best practices.

Working closely with the Executive Director and the senior leadership team, the Director contributes to organizational strategic planning, operational excellence, program growth, risk management, quality improvement initiatives, and organizational sustainability. The role is responsible for overseeing program budgets, monitoring performance outcomes, managing funding deliverables, identifying emerging community needs, and developing innovative service models that respond to changing demographic and social trends.

Duties and Responsibilities:

- Provide strategic direction and overall leadership for the Family Services department which include EarlyON, Youth, Black Family Support, and the upcoming Child Care portfolios.
- Lead the planning, development and growth of programs to ensure that services respond to the community needs and support MNS' strategic priorities.
- Work closely with the program managers to support effective leadership, staff performance, and the efficient use of resources, and strengthen coordination across programs.
- Oversee program budgets, funding agreements, contractual obligations, reporting, compliance and risk management, ensuring that all programs are well managed and accountable.



- Ensure that MNS' policies, procedures, and standards that affect staff are consistent with legislated policies, procedures and standards, and that the provisions are consistently applied.
- Provide leadership on complex issues, organizational changes and initiatives that involve multiple programs, and represent MNS at key community and sector tables.
- Collaborate with advocates, internal and external stakeholders, professionals and personnel to ensure service quality and targets are met.
- Ensure that programs are operated in a safe environment in complimented with legislations.
- Ensure program evaluation, including staff evaluations are responsive to community needs and service gaps and best practices.
- Other Duties as may be assigned by the Executive Director from time to time.

Skills, Education and Qualifications:

- Bachelor's Degree (Social Services, Early Childhood Studies, Human Services).
- RECE designation is an asset.
- Minimum seven (7) years of leadership work experience in the non-profit sector.
- Ability to provide effective leadership/supervision to a variety of professional staff and volunteers.
- Excellent communication skills, with the ability to work with diverse groups and partners in a collaborative manner, with cross-cultural skills.
- Strong understanding of the Early Years and Child Care Act, EarlyON, Family Services Act, youth mental health, youth outreach and youth justice/reintegration services, with an understanding of trauma-informed, culturally responsive and youth- and family-centred practices.
- Analytical/Assessment Skills.
- Demonstrated experience leading multiple programs, teams, budgets, funding agreements and community partnerships.
- Excellent communication, organizational and relationship-building skills.
- Demonstrated commitment to equity, inclusion, accessibility and community engagement.
- Financial Planning and Management Skills.

*"We thank all applicants for their interest in MNS. However, only candidates selected for an interview will be contacted. **No telephone calls please.**"*

MNS encourages applications from individuals reflecting the diversity of our community. MNS is committed to fair and accessible employment practices and when requested, will make reasonable effort to accommodate people with disabilities during the recruitment and assessment processes when filling positions.