



Kahnawake Shakotiiia'takehnhas Community Services

EMPLOYMENT OPPORTUNITY

Interim Executive Director of Internal Operations & Family Services

KSCS is seeking an experienced and innovative leader with sound analytical skills and program development expertise to lead Internal Operations & Family Services, ensuring the delivery of a high standard of services for KSCS.

Under the guidance and support of the KSCS Board of Directors, the Interim Executive Director of Internal Operations & Family Services plays a critical role in creating and maintaining a supportive, compassionate, and inclusive work environment where employees feel valued, respected, and empowered.

The Interim Executive Director of Internal Operations & Family Services, working in collaboration with the Executive Director, oversees Family Services, Internal Operations, Finance, and Strategic Development by implementing visionary leadership, with a focus on promoting the well-being and mental health of all employees.

Required Education & Experience:

- Master's Degree in Public Administration/Business Administration and three (3) to five (5) years of experience in management in health & social service or community development.
- Minimum CEGEP (DEC) with seven (7) to ten (10) years' experience in a management role in health and social services or community development.
- Ability to understand the mandate and Strategic Framework of KSCS and able to effectively align the organization's resources to achieving said mandate.
- Sound knowledge of KSCS Policies, Programs, Administration and Operation Procedures and Partnerships.

Status: 2-year definite term contract, with a 9-month probationary period.

Salary: Starting at \$70.39/hour.

Schedule: 35 hrs/week; must be willing to work flexible hours as necessary.

If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:

KSCS Human Resources at humanresources@kscskahnawake.ca. You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at www.kscs.ca. Call 450-632-6880 for more info.

Deadline to apply is: Friday, October 31st, 2025, at 4:00 pm

Preference will be given to First Nations applicants.

GENERAL INFORMATION	
Code:	EX2
Job Title:	Interim Executive Director of Internal Operations and Family Services
Department:	Management
Date of Job Description:	June 2025
Job Reports To:	KSCS Board of Directors

JOB DESCRIPTION SUMMARY
Under the guidance and support of the Kahnawake Shaktiia'takehnhas Community Services (KSCS) Board of Directors (BOD), the Interim Executive Director of Internal Operations and Family Services (IED) plays a critical role in creating and maintaining a supportive, compassionate, and inclusive work environment where employees feel valued, respected, and empowered. The IED, working in collaboration with the Executive Director (ED), oversees Family Services, Internal Operations, Finance, and Strategic Development by implementing visionary leadership, with a focus on promoting the well-being and mental health of all employees. The IED is dedicated to providing direction in clear alignment with organizational goals and values, with a compassionate, focused guidance, assisting the service delivery areas to navigate moderately to complex challenges while fostering a collaborative and supportive work environment. They contribute their technical skills to finding thoughtful solutions, always keeping the well-being of staff and community in mind. They participate in the administration of budgets and may make budgetary recommendations. Additionally, the IED works collaboratively to develop schedules and determine staffing needs, ensuring a balanced workload that supports employee well-being. In their role, they provide supervision and establish accountability, support the selection, development, and evaluation of personnel, fostering an environment where individuals have the tools and support they need to succeed and contribute effectively to the team's goals. Through trauma sensitive approach and a commitment to legal integrity, the IED helps to foster an organizational and community culture that prioritizes trust, respect, and well-being, while upholding the organizations goals of compliance, equity, and creating a positive, resilient workplace for all.

CORE RESPONSIBILITIES and DUTIES	
Core Responsibilities	Duties
Under the guidance of the Board of Directors (BOD), models and fosters visionary leadership to improve performance and enhance the quality of the working environment as a means to achieving the Strategic Framework of KSCS.	➤ Collaborates with the Executive Director (ED) to align the focus of the organization and its Management team to the Community Wellness Plan and the KSCS Strategic Framework. ➤ Initiates and establishes strategic planning with defined goals and objectives on an organizational level that fosters this practice within services through the Directors and Management team. ➤ Ensures the priorities of the organization are clear and communicated to the Directors and management of their respective service delivery areas when planning and implementing programs/policies. ➤ Participates in internal and external dialogues and planning concerning global community needs and services that must be integrated within KSCS planning. ➤ Provides leadership by developing processes in collaboration with the ED for long and short term organizational and community health planning. ➤ Builds in reporting mechanisms to ensure performance of the plans. ➤ Provides guidance on and facilitates a team approach within KSCS. ➤ Presents global operational concerns/needs to the Directors/Management of their respective service delivery areas for his/her input in resolving and keeps them abreast of any situation that may impact KSCS and achievement of the Community Wellness Plan and the KSCS Strategic Framework. ➤ Determines developmental requirements and then builds capacity within the organization and the community aligned to achieving the KSCS mandate. ➤ Guides and manages change, consistent with vision and values of KSCS. ➤ In partnership with the BOD, the ED and stakeholders, establishes processes to validate/revise KSCS Strategic Framework and assures outcomes are communicated to the community. ➤ In collaboration with the ED, establishes Quality Improvement and Quality Assurance mechanisms and the following supporting practices:

	• Data Management • Evaluation • Consultation • Standards • Policies • Procedures • Tracking ➤ For operations and service delivery in collaboration with KSCS Management team; ensuring the QIAF addresses both client and worker safety and satisfaction while responding to funding requirements. ➤ Chairs Management and Directors' meetings. ➤ Directly supervises and conducts performance appraisals of Directors and staff under their direct supervision.
Ensures visionary leadership throughout Family Services, Internal Operations, Finance, and Strategic Development.	➤ Ensures leadership that inspires Directors and their teams to bring service delivery to a higher standard. ➤ Demonstrates the values of KSCS in the way work is conducted. ➤ Assists KSCS in integrating the values of the strategic framework within daily work. ➤ Ensures that global operational concerns and needs are brought to the attention of the ED, KSCS Management team and the KSCS BOD and keeps them abreast of any situation that may impact KSCS. ➤ Ensures the exploration with the staff, stakeholders and community, shared visions for their respective service delivery areas. ➤ Ensures processes that foster and support strategic/long-term planning for their respective service delivery. ➤ Ensures participation in and partnerships/group initiatives, discussions and planning concerning global community needs and services. ➤ Initiates organizational changes in collaboration with ED including policies relating to Administration, Finance, Internal Operations and Family Services. ➤ Attends training/workshops relative to learning and development as identified by the KSCS BOD. ➤ Ensures that service delivery standards are implemented. ➤ Shares in the workload stemming from the Management table i.e. committees, workshops, training, chairing, etc.
Provides supervision and establishes accountability with the Directors for their respective service areas: Family Services, Internal Operations, Finance, and Strategic Development.	➤ Reports on all aspects of service delivery including planning, implementation and operations at Directors, Management and BOD meetings. ➤ Provides the KSCS BOD with professional and technical advice on the management and operations of services under their responsibility. ➤ Presents recommendations on internal and external influences or factors and the appropriate policy and procedural changes required to meet them. ➤ Ensures respective services are aligned to the global direction of KSCS and demonstrates results in realizing goals of the KSCS Strategic Framework. ➤ Establishes a tracking system to monitor and evaluate the success of service delivery standards and objectives. ➤ Establishes a tracking system to ensure the required reporting for funding is submitted on time as per funding arrangements and requirements by Family Services. ➤ Ensures respective Directors are meeting their obligations. ➤ Provides individual supervision, coaching and mentoring to Directors of their respective service delivery areas based on the outcomes of the annual performance reviews to ensure continued competency development.
Ensures optimum level of resource management in consideration of priorities of programs and services.	➤ Ensures community and individual needs are identified, including specific target groups. ➤ Determines with Directors methods to collect data on needs and ensures Directors implement practices to collect the data. ➤ In collaboration with the ED, develops and maintain a continuum of services. ➤ In collaboration with the ED, develops, directs and coordinates services structures. ➤ Ensures that required service deliveries/operational plans are prepared, co-ordinated, approved and implemented. ➤ Ensures standard operating procedures are established for effective and efficient service delivery and operations. ➤ Ensures service delivery standards are met.

	➤ Evaluates the effectiveness of existing programs through the review of reports, other documentation and data collection. ➤ Develops funding proposals as required by funding agencies or when new resource opportunities present themselves. ➤ Identifies resources available to services: financial, human and physical resources in consultation with the appropriate personnel and ED. ➤ Ensures Directors comply with the personnel policies and procedures: recruitment processes, compensation, leave termination procedures, performance appraisal and training. ➤ Ensures that funding proposals reflect the fiscal and operational needs of the programs/services proposed. ➤ Ensures the financial control policies and procedures are adhered to. ➤ Monitors and ensures quality services for all respective service delivery areas. ➤ Delegated signing authority as per designation.
Acts as a liaison between the KSCS Board of Directors and KSCS.	➤ Attends regular BOD meetings and reports on all aspects of the organization; including planning, implementation and operations. ➤ Assists Chairperson and the ED in developing BOD meeting agendas. ➤ Provides the BOD with professional, objective and technical briefings in order to facilitate their decisions/interventions regarding KSCS and its clients. ➤ Tracks policy and procedural changes/needs and reports to BOD. ➤ Drafts policy for review, revision and approval by the BOD. ➤ Undertakes special assignments/projects as delegated by the BOD. ➤ Communicates to and implements with KSCS Management and staff all BOD decisions that address policy, planning or service delivery issues. ➤ Participates on BOD subcommittees as determined by the BOD.
Establishes and ensures sound fiscal management.	➤ In collaboration with the ED, implements financial control ensuring accountability policies, practices and procedures are in place that supports sound fiscal management. ➤ Ensures KSCS is following and implementing Generally Accepted Accounting Principles. ➤ Establishes practical discretionary funding authorities for respective Directors and Managers. ➤ Ensures respective Directors and Managers are planning and managing their budgets efficiently and effectively. ➤ In collaboration with the respective Directors identifies priority needs and develops budgets using a structured budget preparation process ensuring proper resources are allocated/secured. ➤ Ensures the development and application of sound business and operational principles, procedures and practices. ➤ Monitors financial statements and compares to budget and effects reconciliation, where warranted. ➤ Ensures data required for reporting activities is collected. ➤ In collaboration with the ED, oversees the coordination and development of global operational plans with associate budgets.
Ensures good public relations through timely, accurate and consistent information flow throughout KSCS, the community and to external partners.	➤ Ensures the implementation of a communications strategy for KSCS that supports the attainment of the Strategic Framework of KSCS through sound public relations practices. ➤ Ensures there is a range of KSCS communications processes with individuals, families, groups, community at large, staff, colleagues, community organizations and external partners. ➤ Ensures KSCS has the necessary software applications, data management and reporting systems to effectively plan and report on his/her services and outcomes. ➤ Prepares and makes effective presentations/orientations to the community, BOD, Chief and Council and organizations internal and external to the community that support the attainment of the Strategic Framework of KSCS. ➤ Ensures KSCS participates in community information sharing activities. ➤ Ensures there are efficient and effective processes in place for KSCS to address concerns and issues expressed by staff, community members and other key stakeholders. ➤ Ensures procedures and practices are in place to protect the privacy of clients and staff.

	➤ Communicates regularly with KSCS ED, Directors, Managers, Team Leaders and staff.
Performs other job-related duties as assigned, approaching each task with flexibility, clarity, and a supportive attitude.	

COMMUNICATIONS	
Team Work:	➤ Continuously requires a level of collaboration and cooperation to get work or projects complete.
Advising:	➤ Continuously provides information to clients and stakeholders that must be understood and explained.
Training:	➤ Commonly provides training to clients and stakeholders.
Leadership:	➤ Continuously provides quantity and quality of leadership in relation to internal and external partners.
Negotiations:	➤ Frequently needs to negotiate internal or external agreements.

ENVIRONMENTAL FACTORS	
Types of Schedule:	➤ Regular work week, moderate flex required.
Stress Factor:	➤ High stress in job.
Deadlines:	➤ Numerous and tight deadlines.

ACCOUNTABILITY	
➤ Provides consistent, objective and accurate briefings to the BOD in a professional manner. ➤ Directs and supervises the KSCS Directors within the designated service delivery area, promoting efficiency, transparency, and fairness in all aspects of operations. ➤ Establishes, maintains accurate and consistent communication flow through out the organization and the outside. ➤ Provides for the transparency and accountability of all employees in respect of their jobs, policy and declaration of trust. ➤ Enacts effective financial administration for the whole KSCS organization and effective controls for partners involved in funding that KSCS is responsible for. ➤ Achieves efficient outcomes of the KSCS programs. ➤ Provides services in a manner consistent with the terms and conditions of the employment agreement, personnel policy, standard operating procedures, and directives, that serve the achievement of the KSCS Strategic Framework. ➤ Fosters and maintain a positive image of KSCS by promoting a respectful and supportive environment for all employees and clients. ➤ Serves as a positive role model, maintaining a lifestyle that reflects the values of respect, integrity, and professionalism. ➤ Supervises employees with fairness, empathy, and efficiency, ensuring that staff receive the training and guidance outlined in their development plans to promote growth and well-being. ➤ Ensures that all Family Services areas have the necessary tools and resources to deliver high-quality, compassionate services to clients, supporting their ongoing success. ➤ Upholds confidentiality and privacy in all matters, ensuring trust and respect for employee's personal information.	

QUALIFICATIONS	
Education and Experience Required	➤ Master's Degree in Public Administration/Business Administration and three (3) to five (5) years experience in management in health and social services or community development. - Or ➤ Bachelor's Degree in Public Administration/Business and five (5) to seven (7) years experience in management in health and social services or community development. - Or ➤ CEGEP (DEC) and seven (7) to ten (10) years experience in management in health and social services or community development.
Skills and Requirements	➤ Ability to understand the mandate and Strategic Framework of KSCS and able to effectively align the organization's resources to achieving said mandate. ➤ Ability to foster trust, respect, honesty, humility, courage and truth through their demonstrated competence and integrity as a leader. ➤ Sound knowledge of KSCS Policies, Programs, Administration and Operation Procedures and Partnerships. ➤ Ability to understand organizational budgets, financial statements, audits and make decisions with this information on resource allocation.

	➤ Sound knowledge of the various types of funding arrangements (i.e. DIAND and Health Canada) and associated regulations and reporting requirements. ➤ Ability to negotiate funding arrangements with federal government partners. ➤ Thorough understanding of the challenges facing KSCS and its present and future needs in order address the issues, concerns and socio-economic problems facing the community that are relative to KSCS' mandate. ➤ Sound understanding of government systems and public policy with ability to lobby and influence policy at local, regional and national levels (mainstream and aboriginal) with respect to services and programs falling under the KSCS mandate. ➤ Ability to identify needs and build capacity within the organization and the community to achieve mandate. ➤ Sensitive and open to traditional native concepts and prepared to assist KSCS adapt services to reflect cultural diversity. ➤ Ability to participate and facilitate in participatory decision making at all levels of the community. ➤ Ability to advocate and ensure Kanien'keha culture is an integral part of health and social services development within Kahnawà:ke. ➤ Ability to apply critical thinking to decisions based on sound research, assessment and problem-solving methods. ➤ Ability to speak articulately and effectively in public. ➤ Ability to craft articulate documents: proposals, reports, briefs and correspondence that communicate content effectively. ➤ Sound knowledge and ability to apply management tools, business planning, strategic planning, accounting and budgeting. ➤ Ability to lead multidisciplinary management teams. ➤ Experience in program development and planning. ➤ Strong computer knowledge and skills in order to work with the software and technology of KSCS. ➤ Ability to deal effectively with the pressures and demands of living in the community and balancing personal and work life (if applicable). ➤ Lifestyle must reflect that of a positive role model. ➤ Valid driver's license and own a vehicle for travel.
Assets	➤ Knowledge of Kanien'keha and French.

Immediate Supervisor

Incumbent

Date