



Kahnawake Shakotia'takehnhas Community Services

EMPLOYMENT OPPORTUNITY

Director of Strategic Development Services

KSCS is seeking an experienced & innovative leader with sound analytical and program development skills to guide the Strategic Development Services teams to deliver a high standard of service for KSCS.

Under the supervision of the Executive Director, the Director of Strategic Development Services is responsible to provide direction, leadership, and guidance towards the achievement of the KSCS Strategic Framework and Community Wellness Plan as it relates to Organizational Strategic Development (OSD), Policy Development, Tsi Niionkwarihò:ten and Quality Improvement/Assurance teams.

The Director of Strategic Development Services is accountable to the Executive Director for managing the organization's operations through directing and coordinating activities consistent with its established mission, goals, objectives, and policies. Manages, prepares, administers, and directs the control of specific areas of the business. Responsible for the day-to-day direction and management of the relevant business area. Reviews and approves recommendations, providing relevant information to executive management team. Designs and develops organizational policies relevant to the department.

Required Education & Experience:

- Bachelor's Degree in Human Services or Health Management Service field with three (3) to five (5) years of experience in management and supervisory role in a related field.
- Undergraduate Certificate in Human Services or Health Management Services and five (5) to seven (7) years of experience in a management role in a related field.
- Minimum high school diploma with ten (10) years' experience in a management role in health and social services.

Status: Indefinite full-time position, with a 9-month probationary period.

Salary: Starting at \$57.72/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 30th, 2026, at 4:00 pm

Preference will be given to First Nations applicants.

GENERAL INFORMATION	
Code: Job Title: Department: Date of Job Description: Job Reports To:	Director of Strategic Development Services Management June 2023 Executive Director

JOB DESCRIPTION SUMMARY
Under the supervision of the Executive Director, the Director of Strategic Development Services is responsible to provide direction, leadership and guidance towards the achievement of the KSCS Strategic Framework and Community Health Plan as it relates to Organizational Strategic Development (OSD), Policy Development, Tsi Niionkwarihò:ten and Quality Improvement/Assurance teams. The strategic leadership position focuses on motivation of a broad or highly specialized group within the organization, with significant impact on direction and success. Skills and knowledge are considered mature. Applies extensive knowledge & advanced problem-solving skills to complex issues. The Director of Strategic Development Services is accountable to the Executive Director for managing the organization's operations through directing and coordinating activities consistent with its established mission, goals, objectives and policies. Manages, prepares, administers and directs the control of specific areas of the business. Responsible for the day to day direction and management of the relevant business area. Reviews and approves recommendations, providing relevant information to executive management team. Monitors departmental adherence to approved budgets. Designs and develops organizational policies relevant to the department. Selects, develops and evaluates personnel to ensure the efficient operation of the function. Manages, perhaps through subordinate supervisors, the coordination of the activities of a section or department with responsibility for results, including costs, methods and staffing. Has full autonomy to make decisions and give input to executives requiring extensive analysis and interpretation. Decisions may affect long-term effectiveness of the organization, its products and services and its people.

CORE RESPONSIBILITIES and DUTIES	
Core Responsibilities	Duties
Exercises visionary leadership throughout KSCS Organizational Strategic Development, Policy Development, Tsi Niionkwarihò:ten and Quality Improvement/Assurance Services.	➤ Provides leadership that inspires Managers/Supervisors and their teams to bring service delivery to a higher standard. ➤ Assists the Executive Director in the evolution of the strategic framework and operational planning based on the needs of the community. ➤ Demonstrates the values of KSCS in the way work is conducted. ➤ Fosters team spirit within Strategic Development Services. ➤ Assists KSCS in integrating the values of the strategic framework within daily work. ➤ Brings global operational concerns and needs to the attention of the Executive Director and Management team and keeps them abreast of any situation that may impact KSCS. ➤ Develops in exploration with the staff, stakeholders and community, shared visions for each service (Organizational Strategic Development, Policy Development, Tsi Niionkwarihò:ten and Quality Improvement/Assurance teams). ➤ Initiates and establishes processes that foster and support strategic/long-term planning for service delivery. ➤ Participates in and fosters partnership/group initiatives, discussions and planning concerning global community needs and services. ➤ Initiates organizational changes in collaboration with Executive Director including any policies relating to Administration, Finance and Operations.

	➤ Attends training/workshops on Personal and Professional development as identified by the Executive Director. ➤ Establishes service delivery standards with Director and/or KSCS Management team and staff. ➤ Shares in the workload stemming from the Management table i.e. committees, workshops, training, chairing, etc.
Provides supervision and establishes accountability with the Managers, Supervisors and staff for his/her respective service areas: Organizational Strategic Development, Policy Development, Tsi Niionkwarihò:ten and Quality Improvement/Assurance Services.	➤ Functions as liaison between the Managers and Executive Director and Directors of KSCS. ➤ Reports on all aspects of service delivery including planning, implementation and operations at Directors, Management and Board meetings. ➤ Provides the Executive Director with professional and technical advice on the management and operations of services under his/her responsibility. ➤ Presents recommendations on internal and external influences or factors and the appropriate policy and procedural changes required to meet them. ➤ Ensures 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 Strategic Development Services. ➤ Ensures Managers/Supervisors are meeting their obligations. ➤ Provides individual supervision, coaching and mentoring to Managers/Supervisors 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, individual and staff member needs are identified, including specific target groups. ➤ Determines with Managers/Supervisors methods to collect data on needs and ensures Managers/Supervisors implement practices to collect the data. ➤ Develop and maintain a continuum of services. ➤ Develops, directs and coordinates services structures. ➤ Ensures that required service deliveries/operational plans are prepared, co-ordinated, approved and implemented. ➤ Ensures that the required partnerships to support the plans are identified and established. ➤ 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 Executive Director. ➤ Ensures Managers/Supervisors 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 operations of Strategic Development Service areas. ➤ Delegated signing authority up to \$ 10,000.00.
Provides Project Management.	➤ Provides project management services for identified KSCS projects. ➤ Develops project concept in collaboration with management. ➤ Identifies project funding.

	➤ Develops project schedule and budget. ➤ Engages and liaises with necessary contractors and technicians. ➤ Manages hiring of contractors. ➤ Oversees subcontracts and payment authorizations based on completion of work.
Ensures accurate and consistent communication and networking both internal and external to the organizations.	➤ Communicates regularly with Executive Director, Directors and Managers. ➤ Communicates with community members, government officials and media as directed. ➤ In collaboration with the Executive Director negotiates with government agencies for existing and additional resources. ➤ Maintains a cooperative working relationship with community and external agencies. ➤ Assures the organization and its mission, vision, goals and objectives are presented in a strong and positive image. ➤ Participates and represents KSCS on internal/external committees, working groups and boards as determined with the Executive Director.
Performs any other job-related duties as may be required by the Executive Director.	

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

ENVIRONMENTAL FACTORS	
Environment:	➤ Regular work week, moderate flex required.
Stress Factor:	➤ High stress in job.
Deadlines :	➤ Some tight deadlines (unplanned).

ACCOUNTABILITY	
➤ To provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives. ➤ To provide consistent and accurate counselling to the Management Team in a professional manner. ➤ To direct and supervise the Managers/Supervisors and staff with efficiency, transparency and fairness. ➤ To maintain accurate and consistent communication flow throughout the services and the outside. ➤ To ensure the transparency and accountability of all employees. ➤ To provide the effective financial administration for all the service areas. ➤ To maintain confidentiality practices.	

QUALIFICATIONS	
Education and Experience required	➤ Bachelor Degree in Human Services or Health Management Service field and three (3) to five (5) years' experience in Management and Supervisory role in a related field. ➤ Undergraduate in Human Services or Health Management Services and five (5) to seven (7) years of experience in a management role in a related field. ➤ High School Diploma and ten (10) years of experience in a management role in health and social services.
Skills and Requirements	➤ Ability to manage conflict, experience with conflict resolution. ➤ Sound problem solving and analytical skills, focused decision making, open to challenges.

	➤ Ability to craft articulate documents such as proposals, reports, briefs and correspondences that effectively communicate messages. ➤ Sound knowledge of KSCS Policies, Programs, Administration and Operational Procedures, INAC and Health Canada regulations and procedures. ➤ Thorough understanding of the issues facing KSCS and its present and future needs. ➤ Sound knowledge of management tools, business planning, strategic planning, accounting and budgeting. ➤ Good understanding of government systems (local, regional, national-aboriginal and mainstream) and funding sources. ➤ Experience in program development and planning. ➤ Good knowledge of computer programs and good keyboarding skills (Word, Excel). ➤ Excellent knowledge of Kahnawà:ke, its culture and the issues, concerns and socio-economic problems facing the community. ➤ Must be sensitive and open to traditional native concepts and be prepared to adapt services that reflect cultural differences. ➤ A valid driver's license and access to a vehicle is a requirement as travel required. ➤ Ability work overtime work evenings and weekends. ➤ Ability to deal with high stress.
Assets	➤ Knowledge of Kanien'keha and French.

Immediate Supervisor

Incumbent

Date