

Director SVC System Planning & Integrity

Job ID: 64095

Job Category: Community & Social Services

Division & Section: Toronto Shelter & Support Services, Service Planning & Integrity

Work Location: Metro Hall, Toronto, Ontario

Job Type & Duration: Full-time, Permanent Vacancy

Salary Range: \$165,310-\$222,843, Wage Grade 10

Hiring Zone: \$169,584 to \$183,865

Shift Information: Monday to Friday, 35 hours per week

Affiliation: Non-Union

Number of Positions Open: 1

Posting Period: 22-JUNE-2026- 13-JULY-2026

Toronto Shelter and Support Services (TSSS) is seeking a strategic and results-oriented leader to join its senior management team as Director, Service System Planning & Integrity. This is a unique opportunity to lead transformative initiatives that improve outcomes for individuals experiencing homelessness in Toronto.

Scope:

The Director, Service System Planning & Integrity is responsible for leading the strategic policy development, service planning, quality assurance, business intelligence and program development for the Toronto Shelter and Support Services Division. As a member of the senior management team, the successful candidate will serve a critical role in collaborating with city staff, community partners and external stakeholders, authoring strategic planning documents, and developing reports and recommendations for City Council/Committees.

TSSS is committed to reconciliation with Indigenous communities, addressing anti-Black racism, and advancing equity, diversity, and inclusion in both our workplace and service delivery.

Major Responsibilities:

Strategic Leadership and System Transformation

- Develops, designs and implements functional policies and programs that make major changes in overall business performance based on long-term needs. Lead the continuous improvement of divisional performance through analysis and the development and implementation of sound management practices and procedures, and by providing staff with the direction, guidance, processes and tools they need to increase efficiencies and improve effectiveness.
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- Leads the development, design and implementation of strategic policies and programs that drive major changes in Divisional performance and align with long-term service goals.
- Champions continuous improvement of Divisional performance through analysis and development of sound management and procedures; provides staff with the direction, tools and guidance needed to enhance efficiency and service effectiveness.
- Ensures program compliance with corporate policies, provincial and federal legislation and requirements.
- Negotiates and administers a variety of new contracts for programs with senior levels of government, providers etc.
- Enhances homeless service system responsiveness by identifying service gaps and leading practices to inform program and policy development, while strengthening sector capacity through community partnerships and supports.
- Develops, recommends and administers the annual budget for the section, and ensures that the section's expenditures are controlled and maintained within approved budget limitations.

Leadership, People Management, accountability, and Organizational Excellence

- Build, lead and motivate a diverse workforce by including and welcoming diverse perspectives and optimizing creativity while ensuring effective teamwork ensuring high standards of work quality and organizational performance, and encouraging continuous learning and innovation.
- Actively participate in complex organizational and change management initiatives.
- Provide and encourage opportunities for intellectual growth, creative teamwork and professional accountability.
- Directs the development and implementation of communications, public relations, information and community outreach strategies regarding homelessness initiatives and programs, including engaging senior leaders and elected officials.

Customer focus and collaborative partnerships in a diverse environment

- Collaborates with other divisions on issues related to grants for housing and homelessness to ensure consistent corporate positions and processes.
- Provides leadership and establishes partnerships with clients, non-profit groups, members of Council, public, Provincial and Federal government officials, etc. to address and resolve conflicting demands and issues from various stakeholders and foster effective partnerships while balancing corporate interests.

Key Qualifications:

1. Post-secondary education in social services, public administration or a professional discipline pertinent to the job function, or an equivalent combination of education and relevant management experience.
 2. Extensive experience leading, managing and motivating a diverse workforce.
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3. Extensive experience with policy and program development and implementation, process improvement, planning and organizing in complex environments.
4. Considerable experience in community engagement, including public consultations, working with vulnerable sectors, and supporting diverse populations.
5. Extensive knowledge of municipal governance structures, services and programs, and the municipal relationship to other levels of government, other funders and the community.
6. Considerable knowledge of homelessness, shelter and housing issues, policies and tenant support programs, homelessness prevention and other front line community programs serving those experiencing or at risk of homelessness.
7. Well-developed communication skills and an ability to inspire and mobilize people by developing and maintaining strong relationships, within staff, committees, politicians, peers and community leaders.
8. Advanced strategic, analytical and conceptual thinking skills with the capacity to understand complex operating and policy issues, evaluation frameworks, performance measures, program inter-relationships and the potential consequences of intended policy action.
9. Proven success in achieving results through a unionized and non-unionized workforce.
10. Knowledge of relevant employment legislation, including Employment Standards Act, Human Rights Act, Occupational Health & Safety Act etc.

How to Apply:

For more information and to apply online, please visit <https://jobs.toronto.ca/jobsatcity/search/> and submit your resume through the job portal, quoting **Job ID 64095**, by **Monday, July 13, 2026**.

Toronto is home to more than 2.9 million people whose diversity and experiences make this great city Canada's leading economic engine and one of the world's most diverse and livable cities. As the fourth largest city in North America, Toronto is a global leader in technology, finance, film, music, culture, and innovation, and consistently places at the top of international rankings due to investments championed by its government, residents and businesses. For more information, visit jobs.toronto.ca or follow us on Twitter at [Twitter.com/CityTOjobs](https://twitter.com/CityTOjobs), on LinkedIn at [Linkedin.com/company/city-of-toronto](https://linkedin.com/company/city-of-toronto) or on Facebook at [Facebook.com/CityTOjobs](https://facebook.com/CityTOjobs).

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to [employment equity](#).

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any

stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the **application process** is available upon request.](#) Learn more about the City's [Hiring Policies and Accommodation Process](#).
