



SAFSS

Settlement Assistance &
Family Support Services

1200 Markham Road, Suite 214, Toronto, Ontario M1H 3C3

Tel: 416-431-4847 Fax: 416-431-7283 Website: www.safss.org Email: reception@safss.org

Chief Operating Officer (COO)

Employer:

[Settlement Assistance and Family Support Services \(SAFSS\)](#)

Job city:

Scarborough

Job region:

Greater Toronto Area

Location:

1200 Markham Rd, Suite 214
Toronto, Ontario
M1H 3C3

Application Deadline: January 10, 2025

Job terms: Full-time

Background:

Settlement Assistance and Family Support Services is a trusted not-for-profit social services agency that has been serving and advocating for newcomers, refugees and victims of all types of violence since 1989. The need to address Violence against Women was the seed of the organization's establishment. However, while the organization was initially founded to support women and children who were victims of domestic violence, it has since evolved and expanded its services to support other identified needs. Our trained staff provide a range of services to a diverse, multi-cultural and multi-lingual community in a responsible and professional manner in a safe non-judgmental and confidential environment that fosters trust, respect and collaboration.



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Summary:

We are looking for an experienced Chief Operating Officer (COO) to oversee our organization's ongoing operations and procedures. You will be the organisation's second-in-command and responsible for the efficiency of services.

The COO role is a key member of the senior management team, reporting only to the Executive Director. You will have to maintain control of diverse operations, so we expect you to be an experienced and efficient leader. If you also have excellent people skills and exemplary work ethics, we'd like to meet you.

The goal of the COO position is to secure the functionality of the agency to drive extensive and sustainable growth.

Responsibilities

Design and implement operational strategies, plans and procedures

Set comprehensive goals for performance and growth

Establish policies that promote organizational culture and vision

Oversee daily operations of the organization and the work of Managers (HR, Finance etc.)

Lead employees to encourage maximum performance and dedication

Evaluate performance by analyzing and interpreting data and metrics

Write and submit reports to the Executive Director in all matters of importance

Assist the Executive Director in fundraising ventures

Manage relationships with partners/stakeholders

Assist with proposal/grant writing

Other related duties as assigned by the supervisor

Requirements:

Proven experience as a Senior HR and Office Manager



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Understanding of functions such as HR, Finance, and Settlement sector.
Demonstrable competency in strategic planning and Program Development
Working within a Unionised environment is a must
Experience in fundraising will be a plus
Working knowledge of data analysis and performance/operation metrics
Working knowledge of IT/Business infrastructure and MS Office
Outstanding organizational and leadership abilities
Excellent interpersonal and public speaking skills
Aptitude in decision-making and problem-solving
BSc/BA in Business Administration or relevant field; MSc/MBA is a plus

Report to: Executive Director (ED)

This is a full-time position, based on a 35-hour week schedule from Monday to Friday.

How to apply:

Submit your resume & cover letter to: recruitment@safss.org

Settlement Assistance & Family Support Services is an equal opportunity employer and committed to an inclusive, equitable and accessible workplace. Accommodations are available on request for candidates taking part in all aspects of the selection process. To request accommodation, please contact the HR department at SAFSS.

Only applicants who will be interviewed are contacted.