



DIRECTOR OF PROGRAMS & SERVICES

LUNA CHILD AND YOUTH ADVOCACY CENTRE

AccessHR is excited to partner with **Luna Child and Youth Advocacy Centre** for the recruitment of a full-time, permanent **Director of Programs & Services**. This role is open due to the upcoming retirement of the incumbent and there will be an opportunity to work with the current Director. The successful candidate will be based out of Calgary and will be able to drive to locations throughout the city.

ABOUT LUNA

Luna Child and Youth Advocacy Centre provides compassionate, trauma-informed services in child abuse prevention and intervention. Each year, we support thousands of children and youth through collaborative investigations, assessments, and therapeutic interventions. We have built a culture that emphasizes compassion and collaboration while creating meaningful careers for those driven to make a lasting difference in the lives of children and families.

Our multi-disciplinary team of 130 dedicated experts includes a core team of 30 plus a team of experts from health, children's services, law enforcement, justice, and victim services working together under one roof. This approach ensures coordinated care, advocacy, and support, ensuring the best outcomes for every child and family we serve. We are proud to be a trusted resource in our community, providing a safe, welcoming environment where young people can feel heard, protected, and supported.

POSITION DESCRIPTION

The Director of Programs & Services will join a high-performing, truly collaborative 5-member Executive Leadership Team, reporting directly to the Chief Executive Officer (CEO). The successful candidate will also lead a team of four direct reports, including the Director of Forensic Interviewing, Manager of Victims Services, Manager of Prevention Services, and a Multidisciplinary Team Coordinator.

This is a strategic leadership role entrusted with developing and sustaining focused and impactful programming to ensure alignment with leading practice models and Child and Youth Advocacy Center (CYAC) National Guidelines. You will work closely with funders, partners, and community organizations in the continuous development of a centre of excellence.

Critical for success will be an in-depth understanding of victim services and the frontline operational practices of our partner agencies (Calgary Children's Services, Calgary Police Service, RCMP, Alberta Health Services, and the Crown Prosecutor's Office) as well as expertise in multiple stakeholder engagement. As a leader, you will set the tone for accountability, collaboration, and professionalism, demonstrating a commitment to excellence and fostering a culture of trust and integrity.

This role provides a unique opportunity for a creative, research and relationship driven leader to join an organization working as one team. By "modeling the way", you will inspire others to achieve their best

while upholding Luna's mission and vision. Ultimately, we are seeking a highly competent, well networked, and emotionally intelligent individual who is committed to making a profound impact on the lives of children and families.

KEY DELIVERABLES

- **Strategic Program Development:** Lead creation and execution of Programs Roadmap, ensuring alignment with business direction through use of research, data, and industry trends; secure funding and determine appropriate internal and external service offerings based on evidence-based insights.
- **Prevention Services Management:** Oversee development, implementation, and evaluation of Luna's prevention strategy; collaborate with partners and community organizations to create effective, resource-efficient programs; advocate for policies supporting child abuse prevention.
- **Victim Services:** Develop and support a well-structured Victim Services Program team; engage community partners to address potential gaps in services for children and families; develop strengthened referral pathways, specifically for rural catchments.
- **Integrated Practice:** Foster a culture of trust by facilitating collaboration and communication between multi-disciplinary partners, teams, and community organizations.
- **Continuous Improvement:** Review programming, conduct research, analyze trends, incorporate change management processes, and collaborate with internal and external subject matter experts to ensure ongoing effective programming.
- **Performance Management:** Coach adherence to deliverables and model a progressive development approach to accountability; ensure team is engaged and exceeding service delivery commitments.
- **Stakeholder Relationships:** Nurture trusted working relationships with internal and external stakeholders, highlighting connections with school districts and culturally appropriate services for Indigenous communities.
- **Culture Advocate:** Champion workplace well-being; lead organizational Health & Wellness strategy and oversee effectiveness of Debriefing and Mutual Support Program.

QUALIFICATIONS

- **Strategic Leadership:** Ability to develop and communicate a clear vision and inspire teams to take ownership and accountability; focuses on continuous improvement and providing exceptional experiences for partners, employees, and clients.
- **Governance:** Experience aligning deliverables to overarching regulations and guidelines such as CYAC National Guidelines; incorporates best practices in all facets of multi-disciplinary processes, including case conferences and reviews, triaging, and reporting.
- **Fiscal Responsibility:** Ability to develop budgets and secure funding for programming, assets, and projects; develops creative ways to steward organizational resources.
- **Metrics Expertise:** Comprehensive knowledge of business planning, with a focus on research and evaluation in the development and tracking of individual and program outcomes.
- **Leader as Coach:** Models accountability; brings equity and fairness to coaching individuals on behalf of building a culture of accountability and mutual respect.
- **Purpose Driven Influence:** Builds consensus and positively influences others to work collaboratively to deliver program excellence.
- **Emotional Intelligence:** Remains composed under pressure, asks open-ended questions, celebrates shared successes, and ensures a psychologically safe work environment.
- **Personal Attributes:** Enthusiastic, intelligent, and thoughtful; a genuine desire to do the right thing on behalf of quality service delivery.

EDUCATION & EXPERIENCE

- Degree in social work, nursing, social sciences, or related field.
- 10+ years' progressive management and strategic leadership experience, including experience at the Director or equivalent level.
- 5+ years' experience in strategic planning, risk management, and/or advocacy.
- Experience in program evaluation, monitoring, and reporting.
- Extensive knowledge of community services and agencies providing relevant services.

ASSETS

- Master of social work, nursing, social sciences or related program.
- Experience in the area of child abuse.
- Working knowledge of human resources.
- Experience securing and managing large grants.

WHAT WE OFFER

- Meaningful and impactful work dedicated to improving the lives of children and youth.
- Flexible work schedule including up to one day per week outside the office.
- Competitive compensation, including extended health and dental benefits, life insurance, RRSP matching, and on-site parking.
- Shared benefits include short and long-term disability coverage.
- Additional benefits include Employee Assistance Program (EAP), Business Assistance Services (BAS), wellness room with massage chairs, and an on-site gym.
- Generous leave plans, including vacation, sick leave, and personal days.
- Emphasis on employee training and professional development.

POSITION REQUIREMENTS

- Flexibility to work occasional evenings and/or weekends.
- Flexibility to travel throughout the Greater Calgary Metropolitan Area.

APPLY

Interested candidates are invited to apply with a cover letter and resume [here](#). Please note that **the position posting will close at 6:00 pm on January 20th, 2025.**

All applicants will receive a personalized response and candidates under consideration will be contacted directly. Please be advised that applications will be monitored daily, and interviews may be scheduled throughout the posting period.

We encourage applicants from diverse backgrounds to apply as Luna is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, gender, race, disability, sexual orientation, gender identity or expression, and religious beliefs.