



TOWN OF CARLETON PLACE

JOB POSTING

DIRECTOR OF COMMUNITY SERVICES

JOB TITLE: Director of Community Services

PORTFOLIO: Recreation & Culture, Childcare Services, Community, Development & Tourism, Property and Projects, Library

EMPLOYEE GROUP: Non-Union

PAY GRID: Band 13 \$129,958 – \$165,526 (2026 Approved Rates)

LOCATION: On-site

SUPERVISOR: Chief Administrative Officer (CAO)

REVISION DATE: October 2025

POSITION SUMMARY:

As a member of the Town's Senior Leadership Team, the Director of Community Services provides executive oversight, strategic direction, and integrated leadership for the Town's community service portfolios: Recreation & Culture, Childcare Services, Community Development/Tourism, Property and Projects and Library. Reporting directly to the CAO, the Director is responsible for translating Council's strategic priorities, master plans, and service review recommendations into actionable programs and policies that enhance quality of life, promote community well-being, and foster economic vitality.

The Director manages the Manager of Recreation & Culture, the Community Development Coordinator, Manager of Property and Projects, the Childcare Administrators and the Library CEO. This role is accountable for multi-million-dollar departmental budgets, long-range capital planning, and high-value community partnerships.

DUTIES AND RESPONSIBILITIES:

1. Strategic & Corporate Leadership

- Provide leadership and direction to the Department by fostering a cohesive and effective team, modeling core values, promoting collaboration and professional development, ensuring effective communication and aligning staffing resources with organizational needs, setting and monitoring objectives and overseeing all aspects of talent management including recruitment, training, coaching, motivation, and discipline where required.

- Serve as a key member of the Town's Senior Leadership Team, contributing to corporate-wide strategy, budget deliberations, policy development, and interdepartmental initiatives.
- Provide visionary leadership to align departmental initiatives with Council's Strategic Plan, Recreation & Culture Master Plan, Facility Reviews, Childcare Service Reviews, and other related municipal priorities.
- Lead strategic integration of services across Recreation, Childcare, Facilities and Community Development to maximize resources, eliminate duplication, and deliver innovative community outcomes.
- Act as a corporate ambassador for the Town, building strategic alliances with other levels of government, community agencies, and private sector partners.

2. Governance, Policy Development & Legislative Expertise

- Develop, recommend, and implement policies, by-laws, and service standards in alignment with municipal legislation, Council directives, and best practices.
- Prepare and present comprehensive reports, business cases, KPI's and recommendations to Council, Committees, and community stakeholders.
- Ensure comprehensive compliance by understanding, interpreting and applying relevant legislation, including the Child Care and Early Years Act, Municipal Act, Occupational Health & Safety Act, Accessibility for Ontarians with Disabilities Act, and related legislation to implement compliant practices effectively.

3. Departmental Oversight & Accountability

- Provide direct leadership to:
 - i. Manager of Recreation & Culture – guiding service delivery to ensure alignment with corporate priorities and strategic direction.
 - ii. Community Development Coordinator – ensuring events, tourism, and community programming support economic and cultural development goals.
 - iii. Childcare Administrators (2) – assuming the role of Licensee for the Town's childcare facilities, ensuring Ministry compliance, operational excellence, and alignment with the Province's childcare system through the CMSM.

- iv. Library CEO – providing strategic guidance to align library services with community needs, ensure collaboration with municipal objectives, and support communication with the Library Board.
- v. Manager of Property and Projects - overseeing property management and project execution, coordinating facility maintenance and capital projects, and supporting environmental sustainability initiatives.
- Oversee the performance, professional development, and succession planning for senior departmental staff.

4. Financial Stewardship

- Lead the preparation and management of operating and capital budgets for all service areas, ensuring fiscal responsibility and alignment with long-term municipal financial strategy and Asset Management Plan.
- Oversee capital asset management, lifecycle planning, and major facility investments for community service infrastructure.
- Lead and optimize asset management procedures and software to drive continuous improvement. Actively participate in the Asset Management Steering Committee.
- Identify, secure, and manage external funding sources, including provincial/federal grants, partnerships, and sponsorships.
- Utilize KPIs to support business cases, measure performance, and guide strategic financial decisions.

5. Service Planning & Performance Management

- Translate service review and master plan recommendations into measurable initiatives with clear timelines, performance metrics, and accountability frameworks.
- Champion continuous improvement by implementing benchmarking, performance measures, and service-level reporting.
- Ensure programs and services are equitable, inclusive, accessible, and reflective of the community's diverse needs.

6. Community & Stakeholder Engagement

- Build and maintain effective relationships with residents, advisory committees, user groups, agencies, and businesses.

- Act as a spokesperson for the Town on matters related to community services.
- Ensure proactive and transparent communication with stakeholders on program changes, facility developments, and community priorities.

7. Other Duties:

- Perform additional tasks and responsibilities as assigned by the Chief Administrative Officer (CAO) to support the varied and dynamic nature of municipal work. This includes participation in cross-departmental initiatives and adapting to evolving community needs.

EDUCATIONAL REQUIREMENTS:

1. Bachelor's Degree in Public Administration, Business Management, or a related field; Master's Preferred.
2. Satisfactory Vulnerable Sector Criminal Record Check (valid to 6 months of employment).

EXPERIENCE REQUIREMENTS:

1. A minimum of seven (7) years of related experience, which includes three (3) years or more in senior leadership.
2. Demonstrated experience in leading multi-department portfolios within municipal or public sectors.
3. Strong understanding of municipal governance processes and policy development.
4. Extensive experience in financial planning, budget management, and capital project oversight.
5. Proven expertise in change management and project management within a public sector context.
6. Advanced competency in Microsoft Office, childcare management software, and relevant IT systems, including procurement.
7. Possess and maintain a valid Class G Ontario Driver's License

ADDED VALUE QUALIFICATIONS:

1. Master's degree in related field.
2. Demonstrated advanced strategic planning and implementation skills.
3. Experience working within regulated program environments, including familiarity with ministry licensing processes, compliance requirements, and quality assurance frameworks.
4. Expertise in performance measurement and service evaluation.
5. Familiarity with urban planning and community development principles.
6. Familiarity with municipal childcare facilities and the ability to integrate this knowledge into community services.
7. Pool Operator's Certificate
8. Certified Recreation Facilities Professional (CRFP)

CORE COMPETENCIES:

1. Thinking & Acting Strategically - Forward-thinking. Sees the big picture and imagines the future. Links long-range visions, strategies, and concepts to daily work. Aligns personal actions and initiatives with customer needs, and with organizational priorities and direction. To think and act strategically requires an understanding of our organizational direction, as well as the internal and external factors that influence decision-making. Shapes and communicates the vision for the department and translates visions and strategies into departmental action plans.
2. Legislative Understanding & Compliance Implementation - Effectively interprets and integrates legislation into operational practices, ensuring organizational activities meet all regulatory requirements. Champions compliance awareness to foster a culture of adherence within the department.
3. Building Influential Working Relationships - Strengthening and developing working relationships and strategic alliances that are founded on ethics, trust, and guided by our corporate values of respect, leadership, accountability, communication, and integrity. Cultivates relationships that advance division goals and priorities.
4. Optimizing Performance & Results - Reaches for excellence for oneself, one's team, and the organization. Determined and focused on achieving outcomes that align with organizational goals. Creates goals and priorities that maximize resources while using an enterprising, resourceful approach to deliver outcomes and achieve customer expectations. Maintains accountability for results.

Develops and implements strategies that maximize the effectiveness of resources and improve results and outcomes.

5. Growing Talent & Workforce Capacity - Honouring the individual differences that make each person unique. Being curious and committed to listening, reflecting, and learning. Developing individual and workforce capabilities to enhance the organization's capacity to accomplish strategic goals, enhance program and service delivery, and provide an exceptional customer/client experience.
6. Contributes to a learning and teaching culture. Promotes the application of sharing and learning cross functionality as a means of developing capacity for the department.
7. Fostering Innovation & Steering Change – Creates an environment for transformation. Advances the Town through improvement based on innovation and guides the associated change. Uses the skills, attitudes and behaviours needed to produce new or improved programs and services to meet current and future needs of our customers, our organization, and our community. Manages the change process. Develops new approaches.

Benefits

- 100% employer-paid health, dental and vision coverage
- Telemedicine Services
- Employee and Family Assistance Program (Teladoc)
- Short-term disability
- Long-term disability
- Pension (OMERs)

Application Deadline:

Closing date for applications is January 5th, 2026, at 12:00pm.

How to Apply:

Please send your resume and cover letter to hr@carletonplace.ca.

The Town of Carleton Place is an equal opportunity employer

We are committed to fostering a diverse and inclusive workplace free from discrimination. We welcome applications from individuals of all backgrounds and abilities. If you require accommodations during the recruitment process, please contact us at hr@carletonplace.ca and we will work with you to meet your needs.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.