



Chief Executive Officer



The Community Services Coordination Network (CSCN) coordinates access to services and supports for adults with developmental disabilities and children and youth with complex needs, including:

- Children's Services;
- Development Services Ontario – South West Region; and
- the Passport Program.

Their team of almost 90 staff (84.25 FTE) do not provide direct services but acts as a bridge between individuals, families, and community-based service providers. The organization is guided by a philosophy of respect and dignity, and its values include listening and understanding, diversity and inclusion, collaboration, human-centric practices, and advocacy.

With an annual budget of approximately \$16.5 million, CSCN supports people and communities by fostering connection, opportunity, and access to information. The budget is composed of two main funding streams:

- Flow-through funds – representing about 53% of total funding – are directed to client supports. These allocations can fluctuate significantly from year to year, depending on Ministry approvals for specific individuals.
- Operating funds – making up roughly 47% of revenue – provide the resources needed to sustain CSCN's programs and services. This portion remains relatively stable on an annual basis, as it is tied to Ministry-approved funding levels.



Chief Executive Officer

Number of Direct Reports: 3 (Director of Operations, Director of Finance, Executive Assistant)

Working Arrangements: Hybrid (combining on-site and remote work)

Travel Requirements: The CEO is expected to visit each of the five operating locations at least once annually, with additional visits if needed. Meetings in Toronto, including overnight stays, will occur as required.

Role Summary

The Chief Executive Officer (CEO) is the senior executive leader of CSCN, responsible for the overall strategic, operational, and financial management of the organization. Reporting directly to the Board of Directors, the CEO ensures that CSCN fulfills its mission to support people and communities through connection, opportunity, and information. The CEO leads a dedicated team in delivering coordinated access to services for individuals with developmental disabilities and children with complex needs across Southwestern Ontario.

The CEO is accountable for translating Board direction (including strategic plans, governance policies, and organizational values) into actionable operational plans. This role requires a visionary leader who can foster internal capacity, build external partnerships, and guide CSCN through a period of growth and transformation.

The CEO plays a critical role in advancing CSCN's strategic priorities:

- Expanding opportunities through systemic change.
- Promoting a positive workplace culture.
- Driving operational excellence.
- Elevating community awareness and engagement.

Key Responsibilities

Strategic Leadership

- Lead the development and implementation of CSCN's strategic plan with the Board and senior leadership.
- Identify emerging community needs and adapt strategies to address challenges.
- Foster innovation and systemic change to expand opportunities for those served by CSCN.
- Encourage a culture of learning, collaboration, and continuous improvement.
- Build partnerships with agencies, government, and community organizations.
- Promote CSCN's mission, vision, and values internally and externally.
- Champion respect, diversity, inclusion, and human-centric practices in all initiatives.
- Increase awareness through outreach, advocacy, and public engagement.

Governance and Board Relations

- Act as the main link between the Board of Directors and staff to ensure unified progress toward CSCN's mission.
- Facilitate clear, regular communication, including preparing reports and presentations for Board decision-making.
- Deliver timely, research-based recommendations on opportunities, risks, and challenges.
- Support adherence to governance policies, bylaws, and ethical standards.
- Identify and address areas for improvement in governance and oversight.
- Monitor compliance and conduct regular policy reviews, advising on necessary updates.
- Encourage engagement between Board members and stakeholders for strategic dialogue and problem-solving.

Operational Management

- Oversee day-to-day operations, ensuring alignment with strategic goals and service mandates.
- Ensure Development and maintenance of effective organizational policies and procedures.
- Lead enterprise risk management and ensure compliance with all relevant legislation.

Financial Stewardship

- Ensure sound financial planning, budgeting, and reporting.
- Maintain fiscal integrity and transparency in all financial matters.
- Oversee contracts, procurement, and asset management in accordance with Board-approved thresholds.

External Relations, System Connectivity and Advocacy

- Demonstrate an exceptional ability to build and nurture connections across the system, forging strong partnerships and collaborative networks with funders, government bodies, community partners, and the public.
- Facilitates collaboration, cooperation and the development of fruitful coalitions amongst diverse groups of partners and providers to improve quality of services and access to service
- Purposefully builds partnerships and networks to achieve results – ones deeply rooted in mutual respect, connection and trust
- Advocate for the needs of individuals and families served by CSCN.
- Strengthen CSCN's profile and reputation across the region.

To excel in this role, here is what you need in your toolkit:

- A University Degree (or equivalent years of experience) with a focus on leadership, business administration, developmental services or a related field
- At least seven years of progressive leadership experience, ideally within nonprofit, public health, community care, developmental, or human services organizations.
- Proven ability to work collaboratively with Boards of Directors, with a strong understanding of governance and the ability to facilitate effective teamwork and strategic decision-making.

- Experience navigating complex funding landscapes, including multiple funding sources and key stakeholders, ensuring financial sustainability and transparency.
- A track record of building positive relationships with external partners, developing strategic collaborations, and achieving meaningful outcomes for the communities you serve.
- Demonstrated success in strategic planning, change management, and organizational development, guiding teams through growth and transformation.
- A willingness to travel across CSCN's service regions.

Your Skills and Strengths

- Strong financial management and budgeting skills, with the ability to ensure fiscal integrity and accountability.
- Deep knowledge of business and management principles, paired with an entrepreneurial mindset and innovative approach to organizational planning.
- A comprehensive understanding of the importance of providing integrated support for individuals and their families.
- The ability to position the organization as a strategic leader within the broader care system, ensuring CSCN is recognized as an essential partner in delivering wraparound services and shaping the future direction of collaborative support.
- Excellent coaching, mentoring, and team-building abilities, fostering a culture of learning, inclusion, and continuous improvement.
- Ability to lead confidently in a dynamic, multi-stakeholder environment, navigating challenges with integrity and resilience.
- Commitment to equity, diversity, and inclusion, with strong human resources competencies and a passion for empowering others.
- Exceptional interpersonal, communication, and relationship-building skills, enabling you to inspire trust and collaboration at every level.
- Bilingualism (English/French) is considered an asset and will help you connect with a broader community.

Additional Requirements

- Successful completion of a vulnerable sector check
- Possession of a valid Ontario Driver's License

We offer a competitive compensation package, including 5 weeks of vacation, comprehensive benefits and RRSP program.

How to Apply

If you believe that you have the skills, experience, and desire to be CSCN's Chief Executive Officer, we want to hear from you! Please send your cover letter and resume in a single document to recruiting@ahria.ca.

CSCN is committed to fostering a diverse, equitable, and inclusive workplace where every individual is valued and respected. As an equal opportunity employer, applications from all qualified candidates are welcomed and CSCN strives to ensure that the recruitment process is accessible and barrier-free. Accommodations are available throughout every stage of the recruitment and selection process; if you require any adjustments to support your participation, please let us know in advance so we can meet your needs and ensure a positive experience.

We encourage applicants to make their accommodation needs known as early as possible, and we will work collaboratively to provide the necessary support.

If you have additional questions about this role, please contact:

Kristy McQueen

Senior Director, Talent Development

recruiting@ahria.ca

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