

Job Description	
Title	Director, Corporate Services
Location	Kingston, ON
Position Type	Full-Time Permanent, 37.5 hours/week
Salary	\$96,486.00 – 113,509.50 Annual
Vacancy Status	New Vacancy
Reports To	CEO

Position Summary

The Director of Corporate Services is a pivotal member of KCHC's senior leadership team, driving the strategic vision and operational excellence of the organization's core corporate functions — including Finance, Human Resources, Communications, Facilities, and Information Technology. This role plays a central part in ensuring these critical functions are seamlessly integrated, future-focused, and fully aligned with KCHC's mission, values, and strategic priorities. The director of Corporate Services provides guidance, coaching, and support to Corporate Services managers on employee relations issues, including performance management, conflict resolution, disciplinary action, and complex decision-making to ensure consistency, compliance, and fairness.

With a strong emphasis on innovation, accountability, and equity, the Director leads a high-performing team of managers and staff to build resilient systems, foster a culture of collaboration, and safeguard the organization's long-term sustainability. As a key advisor to the CEO and Board, the Director champions enterprise-wide initiatives that enhance organizational capacity, elevate employee engagement, and deliver measurable impact across the communities KCHC serves.

Key Responsibilities	Detailed Responsibilities
Strategic Leadership	<ul style="list-style-type: none"> Serve as a member of the senior leadership team, contributing to strategic planning, organizational development, and risk management. Responsible for leading strategic and operational planning and decision-making for corporate services Support the CEO and Board of Directors with strategic reporting, policy development, and resource planning. Lead enterprise risk management initiatives, including oversight of insurance, legal compliance, cybersecurity, and business continuity planning. Ensure compliance with BPS Procurement requirements and provide oversight for vendor contract development, negotiation, and performance monitoring. Develop and monitor performance indicators for all corporate service areas to ensure alignment with organizational goals Directs and coordinates accreditation efforts across corporate services, working closely with teams to implement required standards and maintain readiness for review ensuring the organization meet's and or exceeds standards set by Accreditation Canada or other regulatory bodies.



Finance and Accounting	<ul style="list-style-type: none">• Ensure compliance with all financial controls, accounting standards, audit requirements, and government reporting obligations.• Provide leadership in budgeting, forecasting, financial reporting, and audit processes.• Oversee financial policies, internal controls, and compliance with funding agreements and regulatory requirements.• Ensure effective cash flow and investment management strategies.• Lead the development of annual operating and capital budgets in collaboration with program leaders and senior management.• Manage year end audit processes, including coordination with the auditors and preparation of supporting documentation.• Analyze monthly financial statements, identifying variances, and report key insights to senior leadership and the Board.• Oversee payroll and benefits administration
Human Resources:	<ul style="list-style-type: none">• Oversee HR functions, including talent acquisition, employee relations, compensation and benefits, employee relations, and performance management.• Promote staff engagement and organizational culture through initiatives that support wellness, inclusion, recognition, and retention.• Lead the development and implementation of HR policies and procedures that promote consistency, compliance, and best practices across the organization.• Promote a healthy, safe, inclusive, and engaging workplace culture.• Oversees and ensures compliance with various legislation including the Occupational Health and Safety Act, Employment Standards Act, AODA, etc• Supporting and co-chairing policy committees.
Communications:	<ul style="list-style-type: none">• Provide leadership in internal and external communications, ensuring alignment with the organization's brand, mission, and values.• Oversee media relations, digital content, and public messaging, particularly in support of fundraising, advocacy, and community engagement.• Lead internal communications strategies that foster staff engagement, information sharing, and alignment across departments.• Oversee the evaluation of communication activities and tools, using analytics and stakeholder feedback to guide improvements.
Facilities and IT	<ul style="list-style-type: none">• Provide strategic and operational leadership for facilities management across all KCHC sites, ensuring physical spaces are safe and support high-quality service delivery.• Oversee facility-related contracts, leases, and service provider relationships (e.g., janitorial, security, waste disposal), ensuring value and performance.• Develop and maintain facility-related policies and procedures, including those for emergency preparedness• Lead capital planning, renovations, and asset management in collaboration with relevant stakeholders.• Oversee IT systems and infrastructure, ensuring secure, user-friendly, and innovative solutions that support organizational needs.

Organizational Responsibilities

- Complies with all relevant legislation and KCHC policies, including privacy laws.
- Commits to acquiring an understanding of the importance of trauma responsiveness and the



impact of Adverse Childhood Experiences (ACEs).

- Commits to demonstrating an ongoing commitment to Equity, Diversity, Inclusion, Indigenization and Accessibility (EDIIA) by representing the diverse nature of our communities, promoting, and practicing inclusion.
- Supports consistent application and development of KCHC policies and procedures.
- Provides leadership to KCHC's student and volunteer placement programs.
- Promotes awareness of and participation in KCHC activities.
- Demonstrated commitment to continuous learning and quality improvement.
- Actively participates on the Leadership Team and at associated meetings.
- On occasion, perform other temporary duties as required.

Basic Education and Experience Requirements

- A Master's degree in business, public, or health administration, or human services; or other relevant graduate degree. A relevant undergraduate degree combined with equivalent experience will also be considered.
- A professional designation is preferred:
 - CPA (Chartered Professional Accountant) for candidates with a financial background
- Demonstrated experience in:
 - Strategic planning and organizational leadership
 - Financial oversight and reporting, including budgeting and audit preparation
 - Managing multidisciplinary teams
 - Overseeing organizational infrastructure (e.g., IT systems, facilities planning, capital projects)
- Knowledge of Ontario's Broader Public Sector (BPS) requirements, funding frameworks, and procurement rules is highly desirable.
- Minimum 7 to 10 years of progressive leadership experience in leading multidisciplinary teams
- Prior experience in a senior management or director-level role within a nonprofit, public sector, healthcare, or community-based organization.
- Experience working with senior level leaders and Boards of Directors.

Knowledge, Skills, and Abilities

- A professional designation is an asset:
 - CHRL (Certified Human Resources Leader) for candidates with an HR background
 - PMP (Project Management Professional) or equivalent is an asset for candidates with project or capital oversight responsibilities
- Advanced financial management skills, including budgeting, forecasting, variance analysis, and financial planning.
- Technical knowledge and ability to apply relevant legislative requirements, including but not limited to occupational health and safety, accessibility, privacy, and human resources.
- Self-starter with evidence of high levels of organization, attention to detail, and time management
- Ability to work cooperatively and communicate well in a team-based environment.
- Excellent written and digital communication skills.
- Competence with MS Office programs, including Word, PowerPoint, and Outlook. Ability to use other communication tools/platforms such as WordPress and Canva, an asset.
- Awareness of, and ability to support, provincial and federal privacy regulations and KCHC policies.
- Demonstrated commitment to continuous learning and quality improvement.
- Able to perform duties in a confidential and ethical manner.
- Excellent interpersonal skills, strong communication skills, both verbal and written.
- Proven ability to successfully deal with challenging, competing, and changing priorities.



- Strong analytical, problem solving, and administrative skills.
- Demonstrated ability to work in a multi-disciplinary team environment and build effective working relationships internal and external to the organization.
- Demonstrated commitment to continuous learning and quality improvement.
- Multicultural awareness & appreciation, gender sensitivity, and ability to work effectively in a diverse environment with co-workers, clients, and partners.
- Demonstrated ability to regularly attend work (at various KCHC locations) and meet the physical demands of the position.

Other Requirements

- Ability to attend meetings and events in Kingston and Napanee, as required.
- Current and clear Criminal and Vulnerable Persons Check.
- French language is an asset.
- Current immunization record.

Application Instructions

Please include a cover letter clearly outlining how your skills and experiences correspond with the specific job qualifications along with your resume.

Save all documents as a single PDF file using your own name (Last, First).

Email to hr@kchc.ca citing reference 2025-34-KCHC in the subject line.

Applications must be submitted to Human Resources by Monday, July 30, 2025, at 11:59pm.

As a registered professional, to abide by and be accountable to the ethics and standards set out by the relevant regulatory body of the profession.

All KCHC staff have a duty to understand and follow KCHC policies, uphold high ethical and professional standards, and maintain confidentiality and privacy, using tact and good judgment in all dealings with other staff and clients.

KCHC is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require accommodation to fully participate in the hiring process, please notify Human Resources.