



POSTING

Posting date: January 19, 2026

Application Submission Deadline: February 1, 2026

Please download the Employment Application Form at <https://contacthamilton.ca/careers/>. Completed Employment Application Forms can be submitted to Selena Boutilier at selena.boutilier@contacthamilton.ca.

We will only contact those selected for an interview. Thank you.

Contact Hamilton for Children's and Developmental Services (Contact Hamilton) administers 3 programs:

- Children and Youth Services
- Developmental Services Ontario Hamilton Niagara Region (DSOHNR)
- Passport Funding Program Hamilton-Niagara Region

Contact Hamilton is seeking a dedicated, results-oriented leader to provide strategic and operational oversight across all client programs, ensuring the consistent delivery of high-quality, client-centred services, in the role of Director of Client Programs and Quality Assurance.

The Director holds a position of significant trust and is expected to be values-driven, with a strong commitment to integrity, empathy, accountability and equity.

Core to the role, the Director of Client Programs and Quality Assurance ensures that Contact Hamilton programs are designed, implemented, and delivered in accordance with Ministry directives and compliance requirements and performance standards. The Director is accountable for meeting key performance indicators (KPIs) and for ensuring services effectively support our target populations, namely: children and youth with intellectual disabilities, FASD, and multiple complex needs spanning sectors; and adults with a confirmed intellectual disability.

The Director works closely with Program Managers through mentorship and supervision to review program performance, define and monitor KPIs, evaluate outcomes, and implement evidence-informed changes within available resources.

Success in this role is demonstrated through strong, positive program outcomes, regulatory compliance, respectful client experiences, and a supported, high-performing management team.

Contact Hamilton has a small senior leadership team, led by the Executive Director. The Director of Client Programs and Quality Assurance is a member of the senior leadership team and works in close alignment with the Executive Director and other senior leaders. Senior leadership team members are accountable for both their individual portfolios and the overall success of the organization. Senior leadership team members act as ambassadors for Contact Hamilton and model the organization’s values in all interactions.

The Director must be a trusted and reliable partner with internal teams, Ministry representatives, and community stakeholders. The Director must demonstrate exceptional people leadership, engagement, and relationship-management skills.

Position: Director of Client Programs and Quality Assurance

Category	1 - Full Time Permanent
Effective Date	Vacant Position - As soon as possible.
# Positions Available	1
Potential Annual Salary	\$86,930.02 - \$109,994.20
Reports to	Executive Director
Location	<p>Main Office Site: 140 King Street East, Hamilton</p> <p>The Director of Client Programs and Quality Assurance will work from the main office site a minimum of 3 days/week. The Director will be required to attend the main office site in addition to the 3 days/week as needed. If the terms and conditions of the <i>Remote Work</i> policy are met, they will be able to work from home up to 2 days/week.</p> <p>The Director must be able to travel on a regular basis as required. Travel will largely include the Greater Toronto Area, mostly in the Hamilton-Niagara Region (Hamilton, Niagara, Brant, Haldimand-Norfolk, Six Nations, and Mississaugas of the Credit).</p>
The Role	<p>The Director of Client Programs and Quality Assurance is accountable to the Executive Director for the quality of client services and programs at Contact Hamilton, including the direct supervision of Program Managers, and the management of the CNPC Program.</p> <p>The Director of Client Programs and Quality Assurance will have the following core accountabilities (not exhaustive):</p> <p><u>Client Program Oversight</u></p>

- Oversees the delivery of high-quality client services by working closely with client program managers. This includes monitoring the overall quality of client service and monitoring the achievement of Ministry service targets and other service targets.
- Provides leadership and support to program managers in developing program plans that are consistent with the organization's mandate, values, and strategic direction.
- Ensures integration of Contact Hamilton client programs at key intersection points to facilitate seamless, integrated service delivery between programs, including but not limited to: transition from child and adult services; and DSO-Passport interface.

Management of the CNPC Program

- Oversees all aspects of the Complex Needs Placement Coordination Program, including strategic planning, operational oversight, staff leadership, staff supervision, and coordination activities

Quality Assurance

- Monitors, analyzes, and reports on program performance relative to Ministry standards, contractual requirements, and agreed-upon performance indicators, and advises the Executive Director on emerging risks, trends, and quality improvement opportunities.
- Monitors and evaluates consumer and stakeholder feedback and complaints to identify trends and oversee process changes to improve service delivery.
- Collaborates with program managers where improvement in program performance is required to identify and implement strategies.

People Management

- Has direct accountability for a team of 6 direct reports: 3 Managers of Client Programs, and 3 staff of the CNPC Program
- Provides leadership and guidance to client program managers regarding difficult and complex cases, including but not limited to potential misuse of Passport funds reviews
- Provides supervision, coaching, direction, performance assessment, evaluation, and facilitation of professional development for designated reports
- Supports client program managers with the recruitment, hiring and onboarding of new staff. With the Manager of HR, assumes

	<p>responsibility for the recruitment, hiring and onboarding of CNPC staff.</p> <p><u>Resource to the Executive Director</u></p> <ul style="list-style-type: none"> • Member of the Executive Director Coverage Team in the event of planned and unplanned absences.
<p>Qualifications and Experience</p>	<ul style="list-style-type: none"> • Bachelor’s degree or higher in Human Services, Social Services, Psychology, or other related healthcare field or equivalent education and experience. • Minimum 5 years of recent, progressive managerial experience, including the supervision of both program staff and managerial staff • In-depth knowledge and experience (minimum 5 years) of the developmental services sector, ideally with both children / youth, and adults • Practical working knowledge of Microsoft Office with a data-centric mindset, including an aptitude to learn and apply software programs (e.g. DSCIS, EMHware, CRM, Rise People, etc.)
<p>Skill Set</p>	<ul style="list-style-type: none"> • Advanced managerial skills including but not limited to: supervision; workload management; coaching; mentoring; performance management of direct reports • Advanced quality assurance management skills, including but not limited to: the ability to design, implement, and oversee comprehensive quality assurance frameworks; analyze program performance data; ensure compliance with regulatory and contractual requirements; and lead continuous quality improvement initiatives across client programs. • Proven consumer-oriented service skills, including but not limited to: the ability to deal with confidential and highly sensitive information, and utilizing a trauma-informed approach. • Advanced organizational ambassadorship and relationship development skills, including but not limited to: demonstrated loyalty to organizational values and EDI principles; building and strengthening organizational relationships; and addressing issues / concerns in a respectful and productive manner • Proven project management abilities, including but not limited to: engagement, planning, implementation, monitoring, and evaluation. Projects are done on time. • Advanced critical analysis skills, including but not limited to: problem identification; problem confirmation; risk analysis and mitigation; problem solving, identifying potential solutions; decision making; implementation

	<ul style="list-style-type: none"> • Demonstrated leadership skills, including but not limited to: engagement; collaboration; effective partnering; outcomes orientation; and accountability • Advanced oral and written communication skills. It is an asset to speak, read, and write in the French language. • Advanced time management skills for self • Advanced workload management and prioritization skills for self
Other Requirements	<ul style="list-style-type: none"> • A current and original copy of a satisfactory Criminal Records check with Vulnerable Sector Screening • Valid driver’s license and access to a vehicle • A minimum \$2-million liability automobile insurance coverage policy • Certification in NCVI, First-Aid and CPR will be required (will be arranged by Contact Hamilton during orientation) • Employees must meet the terms and conditions of the <i>Remote Work Policy</i>, including but not limited to having access to a private and secure home office with reliable internet in order to participate in the <i>Remote Work</i> program.
Diversity, Equity and Inclusion	<p>Contact Hamilton believes in diversity and recognizes the benefits it can bring to our organization and the people we support by ensuring multiple perspectives and ideas. Contact Hamilton encourages and welcomes applications from people reflecting the diversity of our communities. Contact Hamilton is dedicated to a culture of inclusivity, equity, and diversity.</p> <p>We are committed to providing barrier-free and accessible employment practices. As such, Contact Hamilton will provide reasonable accommodation for any applicant, as requested during the recruitment process. For any recruitment-related accommodation needs and/or requests, please contact Selena Boutilier at selena.boutilier@contacthamilton.ca</p>
Health and Safety	<p>Health and safety are of paramount importance to us. Safety protocols are in place. All employees are expected to comply with Contact Hamilton’s health and safety policies and protocols.</p>