



A HOME, A JOB, A FRIEND AND SOCIAL CHANGE

Date: December 22, 2023

Position Title: Director of Food Services

Reports to: Executive Director

Affiliation: None

Hours of work: 37.5hrs/week, M – F, with occasional evenings and weekends.

Salary Range: Starting at \$70,000 - \$75,000/year (commensurate with experience) with annual increases + Full Benefits package

Term: Permanent, full-time

Working for Change (WFC) is seeking an experienced and passionate candidate for the position of Director of Food Services. In addition to having food industry experience and management skills, the ideal candidate will demonstrate their ability to facilitate enterprise stabilization and sustainability. This will help the organization meet its goal of advancing equity through supportive employment for people who experience high barriers in accessing work. A commitment to anti-oppressive practice and a demonstrated ability to work with vulnerable individuals will be considered a huge asset.

Working for Change is a survivor-based organization therefore, candidates who identify as having lived experience of one of the following: mental health/addiction, homelessness & deep poverty, disability, survivors of trauma and violence, being in conflict with the law or incarceration, newcomers and refugees to Canada, etc., will be shown a strong preference. WFC will prioritize candidates from equity seeking groups (BIPOC, women, LGBTQ2S, etc.) in all its hiring practices.

Overall Responsibility: Oversees the successful operation, adaptation, sustainability, and growth of Out of This World Café and Catering (with 3 sites) within the CAMH complexes and The Raging Spoon in Parkdale Village.

Key Areas of Responsibility

1. Leadership and Management

- Leads and directs the operations of WFC food enterprises
- Supervises, supports and ensures effective performance of enterprise Managers
- Is responsible for the financial management of all the food businesses and for appropriate financial reporting to the ED, the board of WFC and to funders.
- Provides monthly reports to the ED and Board of Directors on enterprise and WFC related initiatives, projects and overall enterprise performance.
- Works with the Managers to develop menu items, cost items, reduce wastage and monitor labour costs.

- Liaises and strengthens the relationship with CAMH management to ensure that lease agreements are kept, that maintenance and customer service issues are addressed and that OTW has a secure presence with business viability within CAMH's redevelopment plans.
- Develops and maintains effective business relationships with funders and other stakeholders.

2. Business Development and Strategic Planning

- Develops and pursues strategies for expanding the business of the OTW Group and The Raging Spoon, including possible new sites.
- Plans for realistic growth of the business including funding strategies and human resource management. This includes resiliency planning around the impacts of Covid19 on both staff wellness and revenue streams.
- Pursues funding opportunities and can successfully complete grant applications and reporting.
- Undertakes detailed financial analysis of the business performance as well as financial analysis of new business opportunities
- Builds and manages annual budgets

3. Customer Service

- Ensures that food quality is consistently high and that customer service is consistently monitored and of superior quality.
- Co-ordinates catering in collaboration with the managers in order to maximize revenue and ensure a fair distribution of work.
- Assist with Catering deliveries when required.
- In collaboration with the managers prepare quotes for events, book rentals and hire event staff.

4. Staff Development

- Supports the training and development for full-time and hourly employees as needed.
- Promotes a collaborative, learning and team-based culture that is dedicated to the development of economic opportunities for people with lived experience
- Manages conflict constructively and effectively.
- Ensures that all employment legislation and parameters of the Collective Agreement are followed along with Working for Changes standards, policies and procedures.

5. Community Economic/Social Enterprise Development

- Has a thorough understanding of the principles of social enterprise development and is able to communicate and model this understanding effectively to employees and the general public.

- Demonstrates an understanding of and is able to effectively communicate Working for Change’s philosophy, values and approaches in operating its businesses.
- Undertakes community outreach to other social enterprises and related stakeholders in the sector in order to promote all of the enterprises of Working for Change as well as build and maintain strong partnerships for shared initiatives.
- Demonstrated commitment to equity and solidarity

6. Administration

- Initiates and trains staff in appropriate record-keeping processes and oversees administrative processes including inventory control, ordering, location-based daily cash reports and invoicing.
- Maintains tracking of required staff training and certifications including WHMIS and Food Safety.
- Maintains tracking and ensures appropriate use of unionized Managers’ vacation, sick days and lieu hours as outlined in the Collective Agreement.
- Ensures all onboarding documents, trainings and procedures are completed for new staff.
- Manages the OTW budgets, undertakes detailed financial analysis of the business operations and completes funding reports.
- Contributes to the Joint Health and Safety Committee at quarterly meetings and by ensuring foodservice locations complete legislated inspections.

7. Working Conditions

- Works out of the offices/kitchens/cafes at the various sites.
- Some meetings and travel required off site.

8. Education, Experience, Knowledge and Skills

- Minimum of 3 years experience in management.
- Experience managing staff in a food service.
- At least 5 years food production experience.
- Good communication skills – both verbal and written
- Excellent time-management, administrative and problem-solving skills.
- Experience in financial management.
- Lived experience and applied understanding of mental health/addiction issues.
- Valid driver’s license.

Please send your resume and cover letter to:

Anita Prasad – anita@workingforchange.ca, with the title ‘Director of Food Services’ in the subject line. Deadline for application is January 10th, 2023