



Job Posting – External

Position Title: Chief Executive Officer (CEO)

Reports To: Board of Directors

Location: Toronto, Ontario

Employment Type: Permanent Full-Time

Salary Range: \$140,000 – \$160,000

ESS Support Services is seeking a strategic, collaborative, and community-focused Chief Executive Officer (CEO) to lead a mission-driven organization dedicated to supporting aging adults in their homes and communities through programs that promote well-being, dignity, and quality of life. Reporting to the Board of Directors and leading a team of more than 100 employees and over 45 volunteers, the CEO will provide visionary leadership, advance the organization's strategic priorities, ensure operational excellence, strengthen relationships with funders, partners, and the broader community and develop new partnerships with other funders to enhance ESS's client base and services.

The CEO serves as the critical link between Board governance and organizational operations. This role calls for an experienced executive who can work effectively with a senior leadership team, empower Directors and leaders across the organization, oversee performance and accountability, and represent ESS Support Services with credibility and professionalism across the community services sector.

ABOUT ESS SUPPORT SERVICES

ESS Support Services is an award-winning not-for-profit community support agency that has served older adults, adults with disabilities, families, and caregivers in the Etobicoke community and beyond since 1983. For more than 40 years, ESS has delivered a diverse range of high-quality, accredited services and programs that support independence, social well-being, and health, while also providing practical support and respite for families and caregivers.

Our Mission

Caring for aging adults, in their homes and community, through programs that support well-being.

Our Vision

A community where all aging adults live with dignity.

Our Values

- **Accountability** – We are responsible for our words, actions, and results.
- **Safety** – We put our clients, families, staff, and volunteers first.
- **Partnership** – We embrace working with others to better serve our communities.
- **Innovation** – We explore new ways to meet the ever-changing needs of our communities.
- **Respect** – We welcome, include, and celebrate everyone in our community.
- **Excellence** – We strive for the best quality service.

Our Commitment

ESS offers a diverse range of accredited services and programs designed to support the well-being of seniors, older adults, and caregivers who use our services. We are committed to delivering safe, high-quality programs and services that respond to evolving community needs.

Key Roles & Responsibilities

Strategic Leadership

- Lead the execution of the organization's mission, vision, and strategic plan in alignment with Board direction, community needs, and emerging sector priorities.
- Provide strategic direction to the senior management team across program delivery, organizational development, communications, and operational performance.
- Lead the organization's accreditation efforts and continuous quality improvement initiatives to strengthen accountability, service quality, and organizational effectiveness.
- Oversee the implementation, monitoring, and sustainability of fundraising and revenue development activities in support of organizational priorities.
- Ensure the development, implementation, and ongoing review of the organization's risk management framework and mitigation strategies.

Board Relations and Governance

- Partner with the Board of Directors to support effective governance, including Board development, succession planning, recruitment, orientation, and retention of members.
- Support the Board through strong communication, timely CEO reporting, committee engagement, and sound governance practices, while proactively identifying and addressing matters requiring Board oversight.
- Ensure organizational operations and governance practices remain aligned with the agency's by-laws, articles, and applicable legislative and regulatory requirements.

Operational Oversight

- Ensure effective oversight of programs, services, organizational systems, risk management, and operational performance across the agency.
- Work collaboratively with program and functional Directors to drive service excellence, operational consistency, and responsiveness to client and community needs.
- Oversee data collection, analysis, documentation, and reporting processes that support performance monitoring, accountability, and evidence-informed decision-making.
- Ensure the organization's activities and operations are carried out in compliance with funder requirements, applicable legislation, and related regulatory standards.

Human Resources & Senior Team Leadership

- Champion a healthy organizational culture that promotes employee engagement, ethical practice, inclusion, leadership development, and service excellence.
- Lead, mentor, and support the senior management team while fostering accountability, succession planning, strong decision-making, and cross-divisional collaboration.
- Work in partnership with the senior management team to assess workforce needs and ensure appropriate staffing capacity to support program delivery and organizational effectiveness.
- Ensure compliance with employment legislation, internal policies, and organizational practices, including requirements under the Employment Standards Act and related HR obligations.
- Oversee the effectiveness of occupational health and safety practices, including support for the Joint Health and Safety Committee and ongoing risk prevention measures.
- Establish and strengthen processes for job evaluation, performance management, leadership accountability, and compensation review.

Financial Stewardship

- Work closely with the Financial Operations Director and the Board to ensure sound budgeting, financial reporting, audit readiness, internal controls, and responsible stewardship of organizational resources.

- Lead the annual business planning and budgeting process to ensure financial and operational resources are aligned with strategic priorities and organizational goals.

Sector and Community Representation and Partnership

- Build and maintain strong relationships with community agencies, sector partners, funders, donors, and government stakeholders to advance collaboration and organizational impact.
- Foster strategic partnerships with other agencies, including opportunities for shared services, back-office support, and sector collaboration where appropriate.
- Serve as the public face of the organization at community events, sector tables, committees, working groups, funder meetings, and collaborative initiatives.
- Strengthen and sustain constructive relationships with funders through proactive communication, accountability, and strategic engagement.
- Work with the Quality and Communications Director, staff, volunteers, and the Board to enhance ESS Support Services' visibility, reputation, and public profile.
- Support and participate in fundraising and community engagement activities, as appropriate, to advance annual goals and organizational sustainability.

Ideal Candidate Profile – Qualifications and Competencies

- Demonstrated senior leadership experience, ideally within the not-for-profit, community support services, healthcare, or broader social services sector.
- Proven ability to work effectively with a Board of Directors and lead successfully within a governance-driven environment.
- Strong knowledge of not-for-profit governance, strategic and annual planning, financial oversight, revenue development, compliance, operational leadership, and human resources.
- Experience leading multidisciplinary teams and supporting senior leaders through coaching, delegation, accountability, and performance development.
- Knowledge of community services programs and experience in service development, evaluation, quality assurance, and continuous improvement.
- Excellent relationship-building, communication, and stakeholder engagement skills, with the ability to build trust and influence across diverse audiences.
- Demonstrated success in strategic planning, accreditation, performance monitoring, and leading organizations through change, growth, and complexity.
- Strong understanding of community partnerships, funder relationships, and collaborative sector engagement.
- A collaborative, values-based, and inclusive leadership style grounded in sound judgment, integrity, and accountability.
- Demonstrated ability to manage competing priorities, make informed decisions, and deliver results in a timely manner.
- Personal success in organically growing an organization to proactively better serve its clients.
- A clear commitment to the mission of ESS Support Services and to supporting aging adults in their homes and communities through programs that promote well-being.
- Commitment to service excellence, community impact, and building a culture grounded in accountability, safety, partnership, innovation, respect, and excellence.

Benefits

- Generous vacation and sick days
- Extended Health and Dental benefits
- Group Life Insurance
- Disability Insurance benefits
- Employee Assistance Program
- Group RRSP

- RRSP Match
- Hybrid Work Arrangements
- Opportunity to work with an organization committed to supporting each other and our community

Why Join Us

This is an opportunity to lead a mission-driven organization that is making a meaningful difference in the lives of individuals, families, and communities. The successful candidate will join a dedicated leadership team and staff and work alongside a committed Board and valued community partners to strengthen services, enhance organizational capacity, and advance long-term impact.

Application Process

Interested candidates are invited to submit their resume and cover letter to:

hr@esssupportservices.ca by **June 30, 2026**. *Please include the position title in the subject line of your application.*

Additional Information:

We thank all applicants for their interest; however, only those selected for an interview will be contacted. All interviewed candidates will be informed of the hiring decision within 45 days following the final interviews.

At ESS Support Services, we believe people are more than an algorithm. While we may use AI tools to help organize applications, technology never replaces human judgment. Every resume and interview is personally reviewed by our hiring team to ensure each candidate is seen, valued, and assessed fairly.

COVID-19 Vaccination Requirement

To protect the health and safety of employees, clients, and families, and in alignment with public health practices, employment with ESS Support Services requires candidates to be fully vaccinated against COVID-19. ESS Support Services will consider accommodation requests in accordance with the Ontario Human Rights Code.

Equity & Accessibility

ESS Support Services is a not-for-profit agency committed to supporting seniors in their desire to remain in their homes and communities. We welcome applications from individuals of all backgrounds and strongly encourage applications from members of equity-deserving groups, including women, racialized communities, visible minorities, persons with disabilities, Indigenous peoples, and individuals who identify as LGBTQ2S+. We are committed to building a team that reflects diverse skills, experiences, and perspectives.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), ESS Support Services will provide accommodation, accessible formats, and communication supports throughout the recruitment process upon request.