EMPLOYMENT OPPORTUNITY
Director of Community Services
(1 Year Term Position)

About Toquaht Nation

Toquaht Nation is a self-governing modern treaty nation situated on the West Coast of Vancouver Island in Barkley Sound. Known as the ƛuk̓ʷaaʔatḥ (Toquaht People), we are a resilient community dedicated to the development of our Nation. We strive to honour the teachings of our ancestors and safeguard our ḥaaḥuɬi (territory).

Toquaht envisions a healthy community where masčim (citizens) can fulfill their social, spiritual, and economic needs. Guided by our ancestors and rooted in our traditions, we draw strength from our connection to our guiding principles:

- hišukma ćawaak̓ – Everything is one
- qwaaʔaƛim ćawaak̓ – How we are one
- ʔuuʔaɬuk – Taking care of one another
- ʔiisaak – Highest respect

Position Summary

Reporting to the Director of Operations the Director of Community Services is responsible for leading the development and delivery of community and citizen programs and services. The Director provides management of all related program staff, initiatives, leads the development or amendments of applicable policies, and project work, ensuring that services are delivered professionally and effectively.

The Director supports the well-being and success of all citizens by advancing innovative, high-quality programs and services within systems that are accessible, accountable, equitable, and sustainable. Working closely with the Community Services team and other Toquaht department staff, this position aligns community service priorities with approved work plans and operating budgets.

Major Areas of Responsibility

General Management of Community Services, Programs, and Reporting Staff

- Lead the planning, development, coordination, implementation, and administration of existing and new community and citizen programs and services.
- Assess community needs, emerging trends, program effectiveness, and service outcomes using relevant data, feedback, and performance measures.
- Recommend, develop, and implement changes to programs and services to address identified needs and advance strategic priorities.
- Evaluate proposed programs, services, partnerships, and funding opportunities for alignment with community needs, the Strategic Plan, organizational capacity, and available resources.

- Review, develop, and update Community Services policies and procedures at least annually, or as required.
- Ensure programs, services, records, and decision-making processes meet standards for accountability, transparency, confidentiality, and compliance with Toquaht Nation policies and applicable provincial and federal legislation.
- Provide leadership as a member of the senior management team and contribute to the achievement of Toquaht Nation goals, community priorities, and the Strategic Plan.
- Establish clear service standards, reporting requirements, and performance measures for Community Services programs and staff.
- Build and maintain effective working relationships with funders, government agencies, and other health and community service partners such as First Nations Health Authority, Island Health, Ministry of Child and Family Development, and Indigenous Child and Family Services Agencies.
- Represent Toquaht Nation with external partners, funders, and agencies to strengthen services, expand opportunities, and improve community health and well-being outcomes.
- Prepare and submit timely, accurate, and complete program reports, service data, and other documentation required by Toquaht Nation, funders, partners, and regulatory bodies.

Human Resource Management

- Lead, direct, and support department managers and staff in delivering high-quality community services.
- Foster a respectful, collaborative, inclusive, and culturally safe workplace.
- Manage human resource matters in partnership with the Director of Operations, including recruitment, selection, contracts, onboarding, performance management, employee relations, training, and staff development.
- Apply and monitor compliance with the Human Resources Policy and related organizational procedures.
- Establish clear performance, productivity, and service delivery expectations for department staff.
- Provide ongoing supervision, coaching, feedback, and professional development opportunities.
- Conduct regular performance reviews and implement professional development or personal improvement plans where required.
- Address staffing issues promptly, fairly, and in accordance with policy, employment agreements, and applicable legislation.

Financial Management

- Lead the development of annual and five-year Community Services operating budgets in collaboration with the Finance Department.
- Prepare annual work plans that align with approved priorities, budgets, and available resources.
- Monitor program expenditures, financial performance, commitments, and budget variances, and take corrective action as required.
- Provide accurate and timely department updates and quarterly reports within Toquaht government.
- Ensure financial requests, approvals, supporting documentation, and reporting are complete, accurate, and submitted within required timelines.

- Align financial decisions, program proposals, and resource allocations with approved budgets, funding requirements, organizational priorities, and community needs.
- Identify and pursue appropriate funding opportunities to support community and citizen programs and services.
- Develop and submit funding proposals, budgets, and supporting materials.
- Ensure all funder and partner reporting requirements are completed accurately and submitted in accordance with funding agreements.

Qualifications and Experience Required

- A Post-Secondary Degree in Human Services, Social Work, Community Development, Public Administration, and/or other formal course accreditations relevant to Education, Community Health, Social Development, or Indigenous / First Nations Studies would be considered an asset.
- First Nations heritage preferred, together with a seasoned understanding of the Toquaht community, its current environment, its cultural beliefs, customs and core values.
- 5 to 7 years of work experience with managing Community and Social Services including human resources and budget management in a First Nations environment.
- A strong understanding of the *Maa-nulth First Nations Final Agreement* and Toquaht Nation acts, regulations and policies as they impact Community Services.
- Experience developing, implementing, and evaluating services for a First Nation community will be considered an asset;
- Experience developing a variety of written reports, policy and procedures, analyses, presentations and other documentation in accordance with organization directives and/or regulatory guidelines;
- Competent with use of computer systems, including email, the Internet, word processing, and standard office systems such as Microsoft Office, Outlook, Excel, etc.
- Well-developed organizational and time management abilities.
- Good written and verbal skills; able to communicate effectively at all organizational levels.
- Demonstrated abilities to be a compassionate and decisive leader on sensitive matters, with the ability to apply seasoned knowledge to ensure that procedures and policies and guidelines are followed
- Able to lead by example and foster a team approach.

Operational Requirements

- This position is located in community split between the Toquaht Government House at Secret Beach and the Community Building at Macoah.
- Satisfactory Vulnerable Criminal Records Check required
- Valid Class 5 BC Driver's License and reliable vehicle
- Flexible hours including occasional evenings or weekends; travel across Vancouver Island may be required

What We Offer

Toquaht Nation Government is pleased to offer a generous compensation package which includes:

- Competitive wage: $66,900.10 - $144,300.18 dependent on qualifications and experience
- Extended health and benefits plan (To be confirmed on hire)
- Pension plan (To be confirmed on hire)

- 4 weeks of vacation
- 15 observed statutory holidays
- 15 days of wellness leave annually

To Apply

We invite qualified applicants to submit a resume and cover letter to careers@toquaht.ca, with the position title in the subject line. We appreciate all applicants for their interest in working with Toquaht Nation, however only those selected for an interview will be contacted. This position is open for applications until November 20, 2026.

Persons of Indigenous background will be given preference. S16(1) CHRA