ConnexOntario provides free, confidential information and navigation support for people concerned about mental health, substance use, or problem gambling. We are available 24/7 by phone, web chat, text, and email to help Ontarians find the services that best fit their needs.

Our knowledgeable, trained navigators provide education about the mental health and addictions sector, supportive listening, and enhanced support while helping individuals identify appropriate programs using our comprehensive, province-wide database of publicly funded and community services. Navigators provide detailed information about available services, complete e-referrals when appropriate, and help individuals understand what to expect when accessing care. They also offer sector guidance to professionals seeking services and supports for their clients.

When someone is experiencing distress or crisis, our staff provide immediate support through de-escalation, safety planning, and connection to appropriate crisis resources when needed. Whether someone is reaching out for themselves or a loved one, ConnexOntario ensures they receive the right information, at the right time, to access the care they need.

To join our winning team, we are looking for a:

Director, System Navigation and Information Services

(Permanent/Full-time position)

Location: London, Ontario (On Site/Hybrid)

We are recruiting to fill an existing vacancy.

General responsibilities:

Reporting to the Executive Director, the Director of System Navigation and Information Services provides strategic and operational leadership for ConnexOntario's provincial navigation services. The Director is responsible for overseeing the delivery and ongoing evolution of the department, ensuring services remain responsive to demand, aligned with sector needs, and delivered with high standards of quality and consistency.

The role includes monitoring service demand and performance trends, identifying opportunities to enhance or strengthen service delivery, and ensuring the department has the appropriate capacity, structures, and safeguards to support sustainable, risk-informed growth. The Director establishes service standards, oversees quality and performance monitoring, and interprets service data to identify capacity pressures, emerging issues, and opportunities for improvement.

The Director also supports the planning and implementation of new or enhanced service models, including initiatives that strengthen continuity of care and system navigation across the province. In addition, the role fosters strong collaboration across internal teams and external partners and contributes to maintaining ConnexOntario's reputation as a trusted, credible source of information and navigation support within Ontario's mental health and addictions system.

Specific Functions:

The range of activities in this position is complex and diverse within the mental health, addictions, and problem gambling service sector.

- Provide strategic leadership for the System Navigation and Information Services Department, guiding its growth, evolution, and alignment with ConnexOntario's mandate and strategic priorities.
- Oversee the department through the Manager, System Navigation and Information Services, ensuring accountability for performance management, policy implementation, and operational consistency.
- Establish and maintain service standards, quality expectations, and decision-making frameworks that support consistent, safe, and effective responses by System Navigation staff.
- Monitor service delivery and effectiveness at a system level, identifying trends, service gaps, and opportunities for improvement.
- Analyze service utilization data, performance trends, and system indicators to assess departmental capacity, sustainability, and emerging operational risks.
- Support the planning and implementation of new or expanded services by assessing operational readiness, workforce implications, and potential risks.
- Contribute to reports, submissions, and briefing materials to support funding requirements, accountability reporting, and organizational planning.
- Represent ConnexOntario internally and externally and participate in sector initiatives, system-level projects, committees, and working groups.
- Participate in a leadership on-call rotation and provide situational support during critical incidents or service disruptions. In rare emergency situations, the Director may also provide direct client-facing support when operational circumstances require it.
- Foster a positive departmental culture that promotes staff wellbeing, accountability, and long-term sustainability in a high-intensity service environment.

Core Competencies Required

- Strong leadership and accountability, including the ability to provide clear direction, support workforce planning, and oversee recruitment within a growing and evolving service environment.
- Deep knowledge of the mental health, addictions, and problem gambling sectors, including system navigation, service access challenges, and the increasing complexity of client needs.
- Strong understanding of best practices in call centre operations, including enhanced support for individuals experiencing crisis or distress, quality assurance frameworks, risk management, and scalable service delivery models.
- Ability to interpret service data and performance trends to assess capacity, identify emerging risks, and inform strategic decisions related to service growth and the

introduction of new service models (e.g., Enhanced Support or the Relapse Prevention Line).

- Demonstrated ability to build and maintain strong relationships with external stakeholders, including funders, system partners, and organizations across the mental health and addictions sector.

Requirements and qualifications:

- 7+ years of progressive leadership and supervisory experience in health, social services, or related human services settings.
- Post-secondary education in social work, health services, or a related field is preferred; an equivalent combination of education and experience will be considered.
- Extensive knowledge of Ontario's mental health, addictions, and problem gambling systems**.**
- Demonstrated experience in health helplines, system navigation services, call centres, tele-counselling, 211, Telehealth, or similar service environments.
- Strong interpersonal, communication, and presentation skills, with the ability to engage effectively with staff, senior leadership, and external stakeholders.
- Well-developed organizational and leadership abilities, with the capacity to balance strategic priorities and operational demands.
- Strong analytical and problem-solving skills**,** including the ability to interpret service data and translate insights into operational and strategic decision-making.
- Proven ability to work effectively in complex environments, manage competing priorities, and exercise sound judgment with minimal supervision.

We offer:

- Annual salary range: $85,000 – $95,000
- Benefits package
- Health and care leave days
- Vacation credits
- Defined Benefit Pension Plan

The successful candidate will have the opportunity to become part of a vision that continuously raises the bar for empathy and compassion. We genuinely believe that we have the opportunity to make a positive impact on individuals' lives and our community. If you believe that you can be part of this, please send your **Resume and Cover Letter** to **hr@connexontario.ca.**

ConnexOntario Health Services Information is an employment equity employer that embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives.

In accordance with the Ontario Human Rights Codes, Accessibility for Ontarians with Disabilities Act (AODA) and our organization's policy, accommodations will be provided at any point throughout the hiring process. If you require accommodation, please let us know in your cover letter.

We leverage AI in our recruitment process to streamline tasks like scheduling interviews and organizing applications. We ensure all tools comply with human rights and privacy legislation. While AI supports our efficiency, every final hiring decision is made by our people.

We thank you for your interest; however, only selected candidates will be contacted for an interview.

A satisfactory Police Criminal Records Check/ Vulnerable Sector Check will be required before hiring.