



It starts with Scouts.

Job Ad

Director, Impact

Department: Impact and Growth

Term: Full-Time, Permanent

Location: Remote in Canada

Vacancy Status: This posting is for an existing vacancy that Scouts Canada is actively looking to fill.

Salary: Salary will be based on skills and experience. The salary range for this role is \$91,953–\$100,000 per year.

Closing Date: May 26, 2026

Do you want to be part of creating amazing outdoor adventures for youth? At Scouts Canada, our mission is “to help develop well-rounded youth, better prepared for success in the world” by enabling youth to participate in amazing adventures.

Role Overview:

As Director (Impact) at Scouts Canada, this role leads the development of the tools, resources, and evidence that empower volunteers to deliver safe, high-quality, and meaningful Scouting experiences, helping more young people develop skills for life.

With oversight of both program and volunteer support resources, the Director ensures these materials are not only aligned with our educational methodology but also user-centred, practical, and continually improving based on feedback. They lead the organization’s approach to impact measurement, providing robust evidence of program outcomes and volunteer satisfaction, which informs decision-making at all levels. Through strategic service design, strong partnerships with volunteers, and effective team leadership, the Director ensures Scouts Canada remains responsive and relevant to the needs of volunteers and capitalizes on opportunities for external funding.

As a member of the Senior Leadership Team, a deputy to the Chief Impact Officer, and a representative to key external stakeholders and Board committees, this role plays a pivotal part in ensuring our resources and insights deliver lasting value to the movement and those we serve.

Duties and Responsibilities:

Portfolio:

- **Program:** Create and drive strategies that increase the volume and perceived quality of resources that make it easier for volunteers to deliver an impactful and safe program, aligned to our methodology.
- **Volunteering:** Create and drive strategies that increase the volume and perceived quality of resources that make it easier and more enjoyable to volunteer in Scouting.
- **Impact Measurement:** Create and drive strategies that continuously improve the robustness of evidence Scouts Canada has as to the outcomes of our program on young people.
- **Service Design:** Create and drive strategies that continuously increase our capacity to undertake excellent User Centered Design methodologies.
- **Other duties:** As assigned.



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Leadership:

- **Externality:** Represent the organization to senior-level external stakeholders and agencies.
- **Senior Leadership:** Collaborate with Director-level colleagues across the organization to ensure the success of Scouts Canada's work.
- **People:** Create and drive strategies to continuously improve the performance of your staff, while ensuring a positive growth culture that results in increased satisfaction from high-performing staff, and swiftly addresses performance concerns.
- **Volunteers:** Create and drive strategies to continuously improve partnerships between staff and National/Council/Group level volunteers.
- **Committees and Governance:** Form excellent relationships with members of any relevant committees, providing clear and concise, evidence-based advice and guidance, up to and including the Board level.
- **Deputization:** Deputize for your manager during absences.

Evidence, Insights and Reporting:

- **User Centered:** Create and drive strategies to collect, analyze and share evidence related to members perception of our program and volunteer resources, to lead to more effective decision making and the prioritization of relevant user needs.
- **Project Management:** Ensure all projects within the team align with our Project Management framework, taking personal accountability for understanding the status of projects, and addressing underperformance of projects against the identified Scope, Timeline or Budget.

Finance and Revenue:

- **Budget:** Effectively manage and report on a \$1-10M team and project budgets, collaborating with senior colleagues to ensure value for money.
- **Fundraising:** Create and improve funder value propositions, and, along with fundraising colleagues, develop potential partner relationships and secure funding.

Qualifications and Job-Specific Competencies:

- Post-secondary degree or equivalent combination of education and work experience
- 5+ years related experience leading service design or user-centred research work
- 2+ years as a senior leader, with strategic accountability and direct reports
- Previous experience in the non-profit sector, with a focus on youth programming or volunteerism, is an asset
- **Service Design:** Ability to coach others in using User Centered Design, Service Design and Agile methodologies.
- **Technical Proficiency:** Strong computer and technical skills and a growth-mindset when approaching new technology, including Proficient with Microsoft 365 / Office applications
- **Data Manipulation:** Ability to interrogate data sets and visualize data to inform strategy, results and process improvements.
- **Program Management:** Ability to manage multiple projects, identifying risks and taking accountability for status
- **Travel:** Must hold a valid Canadian driver's license or have equivalent ability to travel



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Working Conditions:

- Clear PRC (Police Record Check) and VSS (Vulnerable Sector Check) are required before the start date.
- Mandatory training requirement
- Works remotely from home
- Traditional working hours with some non-traditional working hours, including evenings and weekends, will be required
- Some overnight travel is required

Physical Demands:

Sitting at a computer for extended periods of time

Ready to Apply?

If this role excites you, we want to hear from you! Please take the time to tell us about yourself in a cover letter — we want to hear your story — your background, your accomplishments, and why you feel this role is a good fit for you!

Please submit your cover letter and resume by [CLICKING HERE](#).

We thank all applicants for their interest; however, only those selected for an interview will be contacted. We will be reviewing resumes as they are submitted.

Equity, Diversity & Inclusion: Scouts Canada is committed to equity, diversity, and inclusion in our workplace where everyone feels valued and respected. We welcome and encourage applications from individuals of all backgrounds, including but not limited to Indigenous peoples, racialized individuals, people with disabilities, 2SLGBTQIA+ individuals, and those from other equity-deserving communities.

Accessibility and Accommodation: Scouts Canada is committed to developing inclusive, barrier-free selection processes and work environments. Accommodation requests should be made in advance to HR at humanresources@scouts.ca. Information received relating to accommodation measures will be addressed confidentially.

AI Disclosure: At Scouts Canada, we are committed to inclusive, respectful, and transparent recruitment. To support our selection process, we may use AI tools that assess responses to role-specific questions and experience-never personal details like your name or address. All data is handled in line with the Personal Information Protection and Electronic Documents Act (PIPEDA) and our privacy policies, used only for recruitment, and never shared externally without your consent. If you have questions, please contact: humanresources@scouts.ca



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