



Executive Director Youth & Family Powell River Full Position Description 2023

The Board of Directors of Youth & Family Powell River is seeking a new Executive Director, following the retirement of the current Executive Director who has been with the organization for 15 years. This role is full-time, on-site in Powell River. We offer a competitive wages and benefits package, a great team of people to work with, and a beautiful community to call home.

Please send a resume and a detailed covering letter addressing your experience in, and suitability for championing, each of the areas outlined in the full position description found on our website to: **board@youthandfamily.ca** by 5 pm, May 15, 2023, with "EXECUTIVE Director 2023" in the subject line. Please ensure your letter addresses in writing the full position description in order to be considered for this role. It is recommended that applicants familiarize themselves with the organization and our work, reviewing the website with intention.

We thank all interested applicants; however, we will only contact those who best meet the requisite skills, experience, and qualifications.

Job Title: Executive Director

Reports to: Board of Directors

Job Summary:

The Executive Director is responsible for the successful leadership and management of the organization according to the strategic direction set by the Board of Directors. He/she plans, organizes, and administers all agency activities, programs, and operations directly or through other reporting managers/directors consistent with Board approved agency policies, goals, and objectives and in accordance with legal, statutory, constitutional, and other requirements. The Executive Director provides coordination, communication and support to staff and Board members to ensure maintenance of a high standard of client-based program delivery. He/she represents the agency to regulatory bodies, other agencies, community and civic organizations, donors, funders and supporters, and the general public.

The Executive Director takes primary responsibility for ensuring that the strategic goals of the agency and the outcome requirements of the agency and funders are met and that CARF accreditation is achieved. Modelling a self-reflective practice, she/he supports the development of strong staff teams throughout the agency, builds morale, invites input from all stakeholders, and works closely with the agency leadership team to oversee all operations. He/she maintains positive and effective labour relations and ensures that all agency operations reflect Youth & Family's commitment to cultural competency, diversity, and inclusion.

Duties and Responsibilities:

1. Leadership and Board Governance Support

- Participates with the Board of Directors and the leadership team in developing a vision and strategic plan to guide the organization
- Identifies, assesses, and informs the Board of Directors of internal and external issues that affect the organization
- Acts as a professional advisor to the Board of Director on all aspects of the organization's activities
- Assist the board with the orientation and training of board members
- Support the board by providing timely information, assistance and advice to assist board discussion and decision-making
- Leads the development of a strategic plan that conveys the organization's mission, vision, values and goals and objectives.
- Plans and prepares for monthly Board meetings with Board Chair and serves as Secretary to the Board
- Fosters effective team work between the Board and the Executive Director and between the Executive Director and the staff of PRCYFSS
- Acts as a spokesperson for the organization on behalf of the Board as appropriate
- Conducts official correspondence on behalf of the Board as appropriate and jointly with the Board when appropriate
- Represents the organization at community activities to enhance the organization's community profile
- Works collaboratively with the leadership team to provide overall leadership of the organization and its programs

2. Operational planning and management

- Develops an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization
- Ensures that the operation of the organization meets the expectations of its clients, Board and Funders
- Oversees the efficient and effective day-to-day operation of the organization monitoring to ensure that there are adequate resources to meet the scope and mandate of each program
- Works collaboratively with the leadership team to ensure procedures are in place to address unanticipated service modifications, funding reductions, or reductions in caseload numbers precipitated by funding, staffing, or other resource issues
- Regularly monitors direct service hours of all staff, progress on meeting MCFD targets, file management and supervision processes, efficacy of service provision, staff development needs and any performance management concerns.
- Ensures timely reporting of any contractual or resource concerns or issues to the Board and to funders according to contractual guidelines

- Drafts policies for the approval of the Board and prepares procedures to implement the organizational policies; reviews existing policies on an annual basis and recommends changes to the Board as appropriate
- Ensures that personnel, client, donor and volunteer files are securely stored and privacy/confidentiality is maintained
- Provides support to the Board by preparing meeting agendas and supporting materials and orienting new board members

3. Program planning and management

- Oversees the planning, implementation and evaluation of the organization's programs and services in conjunction with the Program Supervisors
- Ensures that the programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the Board
- Ensures that quality assurance systems are in place and being implemented by the leadership team and monitors the day-to-day delivery of the programs and services of the organization to maintain or improve quality
- Oversees the planning, implementation, execution and evaluation of special projects

4. Human resources planning and management

- Determines staffing requirements for organizational management and program delivery
- Oversees the implementation of the human resources policies, procedures and practices including the development of job descriptions for all staff
- Establishes a positive, healthy, and safe work environment in accordance with all appropriate legislation and regulations
- Recruits, interviews and selects staff that have the qualifications, competencies and personal abilities to help further the organization's mission
- Ensures that all employees receive a thorough orientation to the organization and that appropriate training is provided
- Implements a performance management process for all staff which includes monitoring the performance of staff on an on-going basis through the supervision team and through annual performance reviews for all staff
- Coaches and mentors supervisory staff as appropriate to improve performance
- Ensures supervision of staff team by program supervisors is on-going, thorough, and responsive to staff and program needs
- Disciplines staff when necessary using appropriate techniques; releases staff when necessary using appropriate and legally defensible procedures
- Sets the tone and direction for a healthy, positive, collaborative and values-based work culture

5. Financial planning and management

- Works with leadership team and the Board (Finance Committee) to prepare a comprehensive budget

- Works with the leadership team to secure adequate funding for the operation of the organization; takes a primary role in contract negotiations and program proposals with funders seeking guidance and support from the board as needed
- Researches funding sources, oversees the development of fund raising plans and writes funding proposals to increase the funds of the organization to forward identified goals and objectives
- Participates in fundraising activities as appropriate
- Approves expenditures within the authority delegated by the Board
- Ensures that sound bookkeeping and accounting procedures are followed
- Administers the funds of the organization according to the approved budget and monitors the monthly cash flow of the organization
- Provides the Board with comprehensive, regular reports on the revenues and expenditures of the organization
- Ensures that the organization complies with all legislation covering taxation and withholding payments

6. Community relations/advocacy

- Communicates with stakeholders to keep them informed of the work of the organization and to identify changes in the community served by the organization
- Establishes good working relationships and collaborative arrangements with community groups, funders, politicians, and other organizations to help achieve the goals of the organization

7. Risk management

- Identifies and evaluates the risks to the organization's people (clients, staff, management, volunteers), property, finances, goodwill, and image and implements measures to control risks
- Ensures that the Board of Directors and the organization carries appropriate and adequate insurance coverage
- Ensures that the Board and staff understand the terms, conditions and limitations of the insurance coverage
- Establishes and ensures all professional, licensing or other accreditation requirements are in place to satisfy legal, regulatory and other requirements
- Investigates and responds to complaints and any critical incidents; compiles, analyzes and implements measures to address identified issues
- Serves as privacy officer, accountable for the organization's compliance with the federal Personal Information and Privacy Act and the provincial Personal Information and Protection of Electronic Documents Act.

8. Accreditation (CARF Canada)

- Takes responsibility for maintaining CARF accreditation and achieving re-accreditation on a 3 year cycle

- Stays up to date with CARF requirements and annual updates outlining new requirements
- Ensures staff and leadership team are operating programs in accordance with CARF requirements
- Ensures all planning and reporting are completed with accuracy and in a timely manner
- Takes responsibility for (or delegates responsibility for) all CARF required plans and reports including: outcomes measurements; business function indicators; legislative compliance; accessibility plan; cultural competency, diversity, and inclusion plan; risk management plan; technology plan; training plan; annually updated strategic plan.
- Prepares for re-accreditation survey site visit with leadership team

Education:

Minimum post-secondary degree in a related field such as business administration or non-profit management, human services, social services, psychology, child and youth care or other related field, or equivalent of education and experience.

Experience:

Minimum 3 years in administration, supervision, and resource management in the community services sector, including planning, organization, financial management and control, communications, policy development, and familiarity with mental health and social service issues; prefer 5 years related management work plus experience in working with volunteer non-profit boards.

Position Qualifications and Skills:

- Excellent oral, written and interpersonal communications skills
- Demonstrated teamwork, leadership, managerial and administrative skills
- Ability to deal tactfully with sensitive client and staff issues
- Good financial management and labour relations skills
- Well-developed planning, organizing, negotiating and decision-making skills
- Proficiency with Office 365 (Microsoft Word, PowerPoint, Excel)
- Ability to function independently, and frequently under pressure while managing multiple concurrent projects and deadlines, including effectively managing crisis or emergency situations.
- Demonstrated leadership ability, able to lead teams with a collaborative approach
- Strong critical thinking skills – able to assess situations from a strategic point of view
- Experience in Board governance and working with a Board of Directors
- Strong interpersonal and relationship building skills (to build and maintain positive relationships with all stakeholders), outgoing and personable, comfortable in public
- Innovative and creative in problem solving to maximize available resources
- Strong conflict resolution, mediation and decision making skills
- Demonstrated ability to manage crisis situations

Key Competencies

- Role model and values-based leader
- Strong leadership and management skills
- Able to lead and anticipate change
- Able to develop strategic alliances with stakeholders
- Financial Acumen
- Able to develop, coach and mentor staff

Job Demands:

(The unavoidable, externally imposed conditions under which the work must be performed)

Physical Demands

The Executive Director will spend a significant amount of time at a desk.

Attention to height and support of chair, height and support of arm rests and positioning of keyboard and screen is required. Additionally, The Executive Director must ensure he/she uses the telephone with proper body mechanics to avoid neck stress.

The Executive Director may be required to travel throughout the community and beyond, so must be comfortable driving, walking, and travelling by air in all weather. He/she may be exposed to illness through general contact with clients and staff in the building so must take care to protect personal health. The Executive Director may also have to manage physically threatening clients in an emergency situation in the building and be prepared to be responsible for his/her own safety, and the safety of others.

Environmental Conditions

The Executive Director may find his/her office to be busy with both scheduled and unscheduled tasks, with pressing deadlines. She/he must be ready to respond quickly and effectively to multiple demands on her/his time and prioritize accordingly. The Executive Director must be prepared to manage his/her own stress levels. The Executive Director may be required to work out of town for periods of time on agency business and will need to factor this into her/his schedule and lifestyle.

Emotional Demands

The Executive Director must monitor his/her own time and stress levels to ensure that he/she can manage the assigned workload. He/she may be continually interrupted and may be needed at irregular or extended hours to meet general demands or specific deadlines. She/he must be able to prioritize situations to effectively use his/her time. She/he may experience stress and stress related symptoms due to the level of responsibility this position assumes on behalf of the board of directors financially, contractually, and on a human service level. She/he may also experience stress resulting from interactions with staff or others needing support through crisis situations.

Powell River Child, Youth & Family Services Society

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