



Job Summary:

Plans, organizes, directs, controls and administers all agency programs and operations consistent with Board approved goals and policies, in accordance with executive limitations, and consistent with the organization's Collective Agreement with BCGEU.

Reports To:

The Board of Directors

Key Duties:

1. Long-term organizational development and Board Governance

Creates and implements processes for review and/or development of: the organization's vision and mission; Board and operational policies and procedures; strategic plans; new program proposals, directions or initiatives in response to community and client needs; impacts of legislative and contract changes; resource needs and other matters of importance to the agency. Provides information and presents proposals and plans to the Board for review and discussion. Provides the Board with appropriate and comprehensive information for Board monitoring purposes.

2. Operational management and HR

Plans and implements the long term and day-to-day operations of a community social service agency, including limited clinical consultation for front-line staff. Ensures that services are delivered in accordance with contracts signed. Creates and implements human resource policies consistent with the organization's Collective Agreement with BCGEU. Recruits, hires, and develops new staff.

3. Community and Funder Relations and Communication

Establishes and maintains effective relationships with: funders, including provincial government officials, grant-providers and foundations; clients; stakeholders; volunteers; community groups; professional organizations; etc. Communicates and/or promotes the agency's services, funding needs, and value to the community. Represents the agency at community and fund raising events, or at other official functions. Participates on various task forces, working groups and other committees as an agency representative.

4. Financial Management and Fundraising

Prepares and regularly updates budgets. Oversees and reviews expenditures in accordance with agency financial control and administrative policies. Undertakes contract negotiations and program proposals with funders. Creates and/or reviews regular and special financial reports to funders. Develops and implements fund raising activities.

5. Risk Management

Oversees and ensures risk management policies and procedures are sufficient to protect the agency, Board, employees and/or volunteers from liability and other claims. Oversees and ensures risk management policies and procedures are sufficient to protect physical and digital information, and the organization's facilities and equipment.

Qualifications: Education, Training and Experience:

- University degree in a discipline relevant to agency services
- Additional training in counselling, social work, administrative management, non-profit management, communications, and financial management is considered a significant asset
- Experience in program management, administrative and HR management, counselling supervision, and financial management is considered a significant asset.
- Knowledge of community social services, funding sources, and local resources is considered an asset.

Job Skills and Abilities

- Ability to work autonomously and with initiative
- Well-developed written and interpersonal communication skills, as well as presentation skills
- Well-developed teamwork, leadership, and managerial skills
- Well developed planning, organizing, controlling and negotiation, bargaining and decision making skills.
- Ability to function independently and frequently under pressure while managing multiple concurrent projects and deadlines, including effectively managing crisis or emergency situations
- Ability to deal tactfully with sensitive client issues
- Awareness of issues around confidentiality and conflict of interest
- Awareness of abuse dynamics and societal power imbalances
- Ability to find accurate information
- Analytical, systems-thinker
- Diplomatic and assertive
- Bringing patience and perseverance

Additional Information:

- Participation at meetings, conferences and other events may occasionally involve long work days, and/or evening or week-end work.
- A current criminal record check is required.

Classification:

exempt