

Executive Director, Neutral Hills Learning and Community Connection Centre

**Job Purpose:**

The Executive Director is responsible for the successful leadership and management of the Neutral Hills Learning and Community Connection Centre according to the strategic direction set by the Board of Directors.

**Primary Duties and Responsibilities:**

The Executive Director performs some or all of the following:

Leadership

- Participate with the Board of Directors in developing a vision and strategic plan to guide the organization
- Identify, assess, and inform the Board of Directors of internal and external issues that affect the organization
- Act as a professional advisor to the Board of Director on all aspects of the organization's activities
- Foster effective team work between the Board and the Executive Director and between the Executive Director and staff
- In addition to the Chair of the Board, act as a spokesperson for the organization
- Conduct official correspondence on behalf of the Board as appropriate and jointly with the Board when appropriate
- Represent the organization at community activities to enhance the organization's community profile

Community relations/advocacy

- Promote community awareness of the organization's mission and aims
- Communicate with community partners to keep them informed of the work of the organization
- Establish good working relationships and collaborative arrangements with community groups, funders, politicians, and other organizations to help achieve the goals of the organization
- Participate in networking and community relations activities on behalf of the organization
- Seek public speaking opportunities

Operational planning and management

- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization
- Ensure that the operation of the organization meets the expectations of its clients, Board and Funders
- Oversee the efficient and effective day to day operation of the organization
- Draft policies for the approval of the Board and prepare procedures to implement the organizational policies; review existing policies on an annual basis and recommend changes to the Board as appropriate

- Ensure that personnel, client, funder and volunteer files are securely stored and privacy/confidentiality is maintained
- Provide support to the Board by preparing meeting agenda and supporting materials

#### Program planning and management

- Oversee the planning, implementation, reporting and evaluation of the organization's programs, services, and special projects (in accordance with requirements from municipal and provincial funders for FCSS and Adult Learning programming)
- Ensure that the programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the Board
- Supervise the implementation of the organization's programs and services

#### Human resources planning and management

- In collaboration with the Board, determine staffing requirements for organizational management and program delivery
- Oversee the implementation of the human resources policies, procedures and practices including the development of job description for all staff
- Establish a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations
- In collaboration with the Board, recruit, interview and select staff that have the right technical and personal abilities to help further the organization's mission
- Ensure that all staff receives an orientation to the organization and that appropriate training is provided
- Implement a performance management process for all staff which includes monitoring the performance of staff on an on-going basis and conducting an annual performance review
- Coach and mentor staff as appropriate to improve performance
- Discipline staff when necessary using appropriate techniques; release staff when necessary using appropriate and legally defensible procedures

#### Financial planning and management

- Work with staff and the Board to prepare a comprehensive budget
- Work with the Board to secure adequate funding for the operation of the organization
- Research funding sources, oversee the development of fund raising plans and write funding proposals and RFP's to increase the funds of the organization
- Participate in fundraising activities as appropriate
- Approve expenditures within the authority delegated by the Board
- Ensure that sound bookkeeping and accounting procedures are followed
- Ensure funder reporting requirements and expectations are met
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow of the organization
- Provide the Board with comprehensive, regular (monthly) reports on the revenues and expenditures of the organization

- Ensure that the organization complies with all legislation covering taxation and withholding payments

#### Risk management

- Evaluates, in broad-based terms, the potential assets and liabilities of a project, proposal, or strategy
- Make sure that both risks and opportunities have been identified and evaluated
- Assess potential threats to the organization's image
- Provide regular, reliable and comparable reports on the organization's progress
- Ensure that the Board of Directors and the organization carries appropriate and adequate insurance coverage
- Ensure that the Board and staff understand the terms, conditions and limitations of the insurance coverage

#### **Qualifications**

##### Education

- University degree in a related, social science field\*
- \*Equivalence of education and experience may be considered

##### Knowledge, skills and abilities

- Knowledge of leadership and management principles as they relate to non-profit/voluntary organizations
- Knowledge of provincial/municipal legislation applicable to non-profit organizations and programs in Alberta including: employment standards, human rights, occupational health and safety, charities, taxation, CPP, EI, health coverage, etc.
- Knowledge of current community challenges and opportunities relating to the mission of the organization
- Knowledge of human resources management
- Knowledge of bookkeeping practices and financial management
- Ability to write effectively (grants, RFP's, evaluation reports, letters, etc)
- Competent in public speaking (design and deliver presentations, lead meetings, etc)
- Ability to effectively network, collaborate, and partner with community organizations
- Proficiency in using various technology platforms and programs (word processing, financial management, email, internet, social media)
- Ability to manage social media platforms to effectively promote organization's purpose, priorities and programs

##### Personal characteristics

The Executive Director should demonstrate competence in some or all of the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.

- **Behave Ethically:** Understand ethical behaviour and business practices, ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations with the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Think Strategically:** Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization.

### **Working Conditions**

- Executive Directors usually work in an office environment, but the mission of the organization may sometimes take them to non-standard workplaces.
- Executive Directors work a standard work week, but may be required to work evenings, weekends, and overtime hours to accommodate activities such as Board meetings and representing the organization at public events.

### **Performance Appraisal Process**

The Executive Director:

- Cooperates with, and participates in, the performance appraisal process
- Assists in the assessment of outcomes
- Recommends change when necessary
- Informs the Board of Directors about situations that affect the Executive Director's ability to meet his/ her goals.

## **HOW TO APPLY**

Applicants should send a resume and cover letter outlining how they meet the specific requirements of the position to Roxanne Stillings, Board Chair at [roxannes@telus.net](mailto:roxannes@telus.net) until 6:00 pm Friday, April 13<sup>th</sup>, 2018.

While we sincerely appreciate all applications, only those candidates selected for an interview will be contacted.

Please note the selected candidate will be required to submit a Criminal Records Check and a Child and Youth Criminal Check.