



# Executive Director

## Job description

Executive Director (ED)

**Responsible to - Board of Directors**

### Summary of primary job functions

This position is central to the organization and is responsible for establishing and executing major goals and objectives for the organization, balancing the strategic and visionary role for the Board with the staff.

The ED;

- provides leadership, direction and guidance of Organization's activities
- implements policies established by the Board of Directors
- analyzes and evaluates the effectiveness of all organization operations
- develops and maintains organizational structure and effective personnel
- coordinates major activities through subordinates and appraises assigned personnel
- represents the organization to regulatory bodies, other agencies, community and civic organizations, donors, funders and supporters, and the general public.

## Qualifications

### Qualifications & Experience

- University degree in a related field and/or minimum of five years of related experience

### Knowledge of

- leadership and management principles as they relate to non-profit/ voluntary organizations
- federal and provincial legislation applicable to voluntary sector organizations including: employment standards, human rights, occupational health and safety, charities, taxation, CPP, EI, health coverage etc.
- current community challenges and opportunities relating to the mission of the organization
- human resources, financial, project and stakeholder management
- fundraising strategies and donor relations related to the nonprofit sector
- *Proficiency in the computer use*

### Personal characteristics

The Executive Director should demonstrate competence in the following areas:

- **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 and 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 within 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 actions 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.

## **Duties and responsibilities**

The Executive Director performs the following duties and responsibilities:

### ***Leadership***

- Participate with the Board of Directors in developing a vision and strategic plan to guide 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
- Develop successful relations with staff, volunteers, board, government and stakeholders.
- Influence others to achieve results that are in the best interest of the organization.
- Assess situations to determine the importance, priority, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
- Act as a spokesperson for the organization
- Represent the organization at community activities to enhance the organization's community profile (through media releases, public presentations, community meetings and collaborative initiatives)

### ***Operational planning and management***

- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization
- Oversee and ensure that the operation of the organization meets the expectations of its clients, Board and Funders

- Oversee drafting of 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, donor and volunteer files are securely stored and privacy/confidentiality is maintained

### ***Program planning and management***

- Oversee the research, planning, implementation, management and evaluation of the organization's *programs and services*, reflecting community and clients' needs and contribute to the organization's mission
- Monitor the day-to-day delivery of the programs and services of the organization to maintain or improve quality
- Oversee the planning, implementation, execution and evaluation of all organization *events and special projects* in a timely manner

### ***Human resources planning and management***

- 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 healthy and safe work environment in accordance with all appropriate legislation and regulations
- Foster positive team working environment and strong work ethic
- Recruit, interview and select staff that have the right technical and personal abilities to help further the organization's mission
- Provide leadership to personnel through effective objective setting, delegation, communication and feedback
- Implement a performance management process for all staff which includes monitoring the performance of staff on an on-going basis; conducting an annual performance review and providing development opportunities

### ***Financial planning and management***

- Work with staff and the Board (Finance Committee) to prepare a comprehensive budget
- Work on securing adequate funding for the operation of the organization
- Research funding sources, oversee the development of fund raising plans and write funding proposals, in cooperation with the administrative assistant, to increase the funds of the organization
- Maintain effective and cost efficient office environment and approve expenditures within the budget guidelines
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow of the organization
- Sign all checks
- Participate in fundraising activities as appropriate
- Ensure that accurate and timely bookkeeping and accounting procedures are followed
- Provide the Board with comprehensive, regular reports on the revenues and expenditure of the organization
- Ensure that the organization complies with all legislation covering taxation

### ***Community relations/stakeholder management***

- Establish good working relationships and collaborative partnerships with community groups, other service providers, funders, politicians, and other organizations to help achieve the goals of the organization
- Negotiate contracts and oversee the delivery of the contractual requirements, including all financial, reporting and service obligations
- Communicate with stakeholders to keep them informed of the work of the organization

### ***Clients/Community needs and demand***

- Oversee the client and case management in the agency
- Identify and follow up with the trends, changes and needs in the community related to child development, education, parenting, mental health, addictions, housing, transportation
- Ensure the community demands for services are met through the agency programs or projects
- Is aware of the referral resources and materials and informs the staff of resources available

### **Working Conditions**

The ED will usually;

- work in an office environment but will often participate in the collaborative meetings in the North Okanagan area.
- work a standard work week hours, but occasionally may work evenings to accommodate activities such as Board meetings and representing the organization at public events.