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| Chatham Kent Women’s Centre Inc. |
| Job Description: Executive Director |

# A. REPORTING TO: Board of Directors

B. POSITION SUMMARY

The Executive Director is responsible for providing overall management leadership to the service delivery, human resources, financial and information operational components of the organization. The Executive Director is also a resource to the Board of Directors.

C. DUTIES AND RESPONSIBILITIES

The main duties and responsibilities of the Executive Director comprise the following:

## 1.0 Resource to the Board of Directors

(i) Report to the Board of Directors on the progress of the organization in achieving stated outcomes by providing a written and verbal report at board meetings and at the Annual General Meeting.

(ii) Assist the board and its committees through the provision of reliable and timely information.

(iii) Prepare background information as required by the Board of Directors on issues related to strategic planning, formulating and revising policy, monitoring quality and ensuring financial stability.

(iv) Inform the Board of Directors of local, provincial and federal government policies and initiatives that affect the organization.

(v) Facilitate the planning and organization of meetings.

(vi) Prepare and distribute minutes and reports following board meetings in preparation for the next meeting.

(vii) Submit annual changes in board membership to appropriate government organizations.

## 2.0 Compliance with Legislation, Regulations and Public Policy Requirements

(i) Identify requirements in legislation and regulations that pertain to the organization.

(ii) Ensure compliance with all relevant legislation and regulations.

(iii) Ensure that operational management policies and procedures are comprehensive and respond effectively to the requirements specified in legislation and regulations.

(iv) Inform the Board of Directors of the outcomes of any regulatory processes applicable to the organization.

## 3.0 Operational Management

(i) Develop and implement an annual operational management plan that supports the strategic directions for the organization as stated by the Board of Directors.

(ii) Ensure that all operational management policies and procedures manuals are complete and up to date and that all staff are familiar with the manuals and have training in the procedures described.

(iii) Facilitate an operational planning process that provides the direction for program development.

(iv) Develop, implement and monitor an organizational design that enables the organization to achieve its mission, mandate and strategic directions.

(v) Appoint a designate in the event of the absence of the Executive Director.

## 4.0 Management Priorities and Outcomes

(i) In consultation with the various stakeholders of the organization, determine the priorities and outcomes for the service delivery, human resources, finance and information components of the organization.

(ii) Monitor and evaluate the results achieved against specified outcomes (as they are determined) in the areas of service delivery, human resources, finance, information and operations.

(iii) Identify variances from established outcomes and ensure that corrective action is taken.

(iv) Monitor and evaluate quality through a process defined by the organization.

## 5.0 Service Delivery Management

(i) Ensure that programs and services reflect the mission and values of the organization.

(ii) Evaluate programs regularly to ensure that they meet quality standards of the organization.

(iii) Identify community needs through consultation with the key stakeholders of the organization.

(iv) Prepare proposals for the development of new programs.

## 6.0 Human Resources Management

(i) Analyze and design organizational structure and job functions, and set performance standards.

(ii) Provide direction to the management team and directly supervised staff.

(iii) Provide professional guidance to the management team and directly supervised staff in the resolution of concerns and problems.

(iv) Provide a positive and fair work environment.

(v) Review and revise job descriptions to reflect duties, responsibilities, authority and accountability.

(vi) Ensure that appropriate staff recruitment and selection processes are implemented and finalize any offer of employment.

(vii) Ensure that all staff have orientation and sufficient training to carry out their responsibilities.

(viii) Ensure that confidential employee files are maintained with up-to-date information, including address, health card number, allergies, emergency contacts, qualifications, hours worked, sick and vacation time, performance evaluations and disciplinary correspondence.

(ix) Conduct probationary and annual job performance evaluations of the management team and directly supervised staff.

(x) Develop an annual staff training plan.

(xi) Implement disciplinary action in accordance with the collective agreement and policies and procedures of the organization.

(xii) Terminate staff when required in consultation with the Board of Directors, who will advise towards legal counsel if necessary.

## 7.0 Financial Management

(i) Plan, develop, prepare and present an annual operational budget that accurately reflects the allocation of funds and meets specific funding requirements of funders.

(ii) Authorize funding expenditures within the approved budget.

(iii) Monitor the financial stability and viability of the organization and identify any variances or issues to the Board of Directors on a monthly basis.

(iv) Ensure that complete and accurate financial records are maintained.

(v) Implement financial spending and fee collection policies, files and procedures.

(vi) Ensure that all purchases of services, supplies and equipment are within budget guidelines.

(vii) Identify and secure major sources of revenue to meet operational requirements.

(viii) Identify opportunities for partnerships, innovative approaches to problem solving and alternative sources of funding.

## 8.0 Information Management

(i) Ensure that all components of the information management system (i.e., hardware, software and people) work cohesively towards achieving the information needs of the organization.

(ii) Monitor the quality and overall accuracy of the information systems.

(iii) Plan and recommend areas of growth with respect to the management of the information systems.

## 9.0 Physical Facilities Management

(i) Manage all owned and leased facilities contracts.

(ii) Ensure that appropriate and safe working conditions exist to enable staff to carry out their responsibilities.

## 10.0 Communications Management

(i) Provide leadership and initiative in developing and maintaining positive relationships with appropriate groups, community organizations and government bodies.

(ii) Maintain regular communications with staff.

(iii) Communicate and consult with the stakeholders of the organization (e.g., women receiving services, community partner organizations) as required.

(iv) Communicate with the media, when requested, on operational activities and issues.

## 11.0 Risk Management

(i) Document and take action in response to suspected abuse, illness, accident or serious occurrence in accordance with legislation, regulations and the policies and procedures of the organization.

(ii) Ensure and maintain appropriate insurance policies and coverage.

(iii) Inform the Board of Directors of situations that could create liabilities for the organization.

(iv) Implement policies, procedures and standards to mitigate risk.

## 12.0 Representation of the Organization

(i) Represent the organization in meetings with governments and community partner organizations, and provide any other representation that may be required from time to time.

(ii) Participate in collaborative community initiatives, inter-agency planning and coordination activities designed to improve outcomes for women and their children supported by the organization.

## 13.0 Professional Development

(i) Complete a performance self-evaluation on an annual basis, or more frequently if requested by the Board of Directors.

(ii) Participate in a performance evaluation process and follow up on any stated actions and goals.

(iii) Attend professional development opportunities recommended by the Board of Directors to enhance overall management knowledge and performance.

D. AUTHORITY

The Board of Directors delegates authority to the Executive Director to:

(i) Manage the organization.

(ii) Manage the resources of the organization in an effective and efficient manner.

(iii) Interpret and implement the policies of the organization.

E. ACCOUNTABILITY

The Executive Director is accountable to the Board of Directors for the following:

(i) Exercising leadership and developing an organization that is capable of adapting to the changing needs of the people served by the organization.

(ii) Ensuring that legislation, regulations, agency policies and procedures are not violated.

(iii) Ensuring that programs and services are delivered within the approved budget and that resources are allocated wisely.

(iv) Ensuring that the staff of the organization have the support, supervision, orientation and training required to carry out their responsibilities.

(v) Ensuring a safe, healthy and productive work environment.

(vi) Maintaining a harmonious working relationship with staff.

(vii) Providing reliable and timely information to support the decision-making processes of the organization.

(viii) Developing and maintaining positive working relationships with community organizations and governments.

(ix) Ensuring that the organization is perceived by the community in a positive manner.

(x) Minimizing the financial and legal liabilities of the organization.

F. QUALIFICATIONS

The minimum qualifications for the Executive Director position are as follows:

## 1.0 Educational Requirements

(i) University degree, college diploma or relevant experience.

## 2.0 Knowledge and Skill Requirements

(i) Five years or more of management experience.

(ii) Experience in working with a non-profit Board of Directors.

(iii) Excellent written and verbal communication skills.

(iv) Effective and well-developed interpersonal skills.

(v) Requisite computer literacy level to manage the organization.

(vi) Experience in program planning, development and evaluation.

(vii) Confident and consistent decision-making skills.

(viii) Resourcefulness and flexibility to meet the needs of the organization and demands of the position.

(ix) Ability to work independently and as a team member to achieve outcomes and meet deadlines.

(x) Ability to balance demands with priorities and to manage them effectively.

G. MAJOR CONTACTS

The Executive Director maintains regular contact with the following:

(i) Board of Directors

(ii) Management Team

(iii) Directly supervised staff

(iv) Community partner organizations

(v) Funders

(vi) Union Representative

H. WORKING CONDITIONS

The working conditions for the Executive Director are as follows:

(i) Work is generally performed in office and community settings.

(ii) Work hours are flexible.

(iii) Work involves regular driving assignments. Some overnight travel is required.

(iv) Use of own vehicle for business purposes if required.

I. EMPLOYMENT CONDITIONS

Specific employment conditions of the Executive Director are specified in an employment contract with the Board of Directors and include the following:

(i) Valid Ontario driver’s licence and reliable transportation.

(ii) Police Vulnerable Sector Check.

J. SALARY RANGE: $65,000 to $ 70,000

K. JOB DESCRIPTION BOARD APPROVAL and REVIEW

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Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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