



BRINGING HOPE TO ALL WHO COME THROUGH OUR DOORS  
We focus on Helping People, Changing Lives, Building Community

## **Executive Director Job Description**

### **ROLE OVERVIEW**

The Executive Director (ED) develops organizational strategy, sound practices, and supportive relationships – internally and externally – that align with the MCSS's mission. The ED reports to the Board of Directors and is responsible for the successful leadership and management of the MCSS, working to realize the organization's goals as laid out in the Strategic Plan. The ED provides overall direction and guidance to staff and oversees MCSS's vision and mission. With a clear vision for the continued growth and success of the MCSS, the ED is accountable for excellence in programs and services, the financial sustainability and offers community leadership in the Mission area.

The ED works closely with the community partners, local and provincial government, donors, funders, and volunteers for the betterment of MCSS and the greater community. The ED provides visionary leadership to MCSS, supports the amazing MCSS team in their roles, and creates a positive workplace culture.

In particular, and in the interest of quality programs and services, this position is responsible for strategic leadership, collaborative and supportive people management, and oversight in the following areas:

- Organizational Development and Workplace Culture
- Strategic and Operational Planning
- Board Relationship and Collaboration
- Strategic Community and Stakeholder Relations
- Financial Integrity and Risk Mitigation

### **SPECIFIC ACCOUNTABILITIES**

#### **Organizational Development and Workplace Culture**

- Demonstrates future orientation and planning to address changing community, program, and service needs;
- Role models excellence in communication and professionalism;
- Provides leadership to the Board and staff with respect issues connected to fulfilling the operations of the organization;

- Creates and maintains strong and positive relationships with internal stakeholders (staff, contractors, volunteers, and the Board of Directors) and cultivates a positive, equitable, diverse, and inclusive internal workplace culture;
- Ensures staff have professional development opportunities and other ongoing learning and development activities;
- Oversees and supports the management team to achieve program, service and administrative objectives, respond to emerging issues, and empower staff to carry out their best work;
- Leads in a unionized work environment and is responsible for ongoing labour-management relations and collective bargaining; and
- Creates a safe and motivational work environment to enhance employee satisfaction and productivity.

### **Strategic and Operational Planning**

- Exercises political understanding of social justice issues and government legislation impacting MCSS;
- Demonstrates creativity in identifying new opportunities and solving issues faced by MCSS;
- Leads effective performance management processes to ensure accountability at all levels of the organization;
- Leads effective strategic planning processes that establish annual goals, strategies, key performance indicators and action plans that are consistent with the MCSS mandate and vision;
- Engages the board appropriately in the development of strategic priorities;
- Assesses the resources required to achieve the objectives of the operational plan and prioritizes the projects that are within the scope and resources of the organization;
- Aligns operations and develops staff buy-in with the current strategic plan through a community and impact-focused lens;
- Ensures that the Strategic Plan is communicated, as appropriate, with internal and external stakeholders;
- Communicates with the Board of Directors in a timely manner to present the work accomplished or any challenges experienced in implementing the strategic plan; and
- Makes recommendations based on thorough analysis and a sound understanding of the business environment.

### **Strategic Stakeholder Relations and Fundraising**

- Oversees and monitors a comprehensive organizational communication strategy;
- Acts as an advocate and spokesperson, cultivates and maintains strong and positive relationships with the community donors, sponsors, funders, potential supporters, and other stakeholders and finds pathways for future collaborative working relationships and stronger revenue;
- Oversees and monitors a comprehensive fundraising plan; and

- Provides leadership, guidance, and mentorship to enhance the financial strength and viability of the MCSS through finding and securing a diversity of funding opportunities.
- Represents MCSS on external committees (e.g., City of Mission, Chamber of Commerce) across the Mission region.

### **Financial Integrity and Risk Mitigation**

- Leads strategic initiatives to leverage the financial and capital assets for the betterment of MCSS;
- Acts as the key oversight and financial control of the organization, and ensures prudent financial practices;
- Develops an annual operational budget for Board approval and analyzes financial results of the organization relative to established objectives on a monthly basis;
- Reports regularly to the Board of Directors on potential operational, financial, safety, legal, reputational or other condition or issues that may harm the organization;
- Ensures that the goals and objectives of the programs and services are met in compliance with agency policies and procedures; CARF accreditation; contractual obligations; support and participation in high-level union negotiations
- Oversees legal, regulatory, and professional requirements for a charitable organization;
- Ensures the provision of adequate insurance for Directors' Liability, facility and properties, staff coverage, and others as required; and
- Stays abreast of community developments and helps identify and address potential public relations challenges.

### **Board Relationship and Collaboration**

- Provides the Board of Directors with relevant and current information for its consideration regarding governance decisions;
- In partnership with the Board Chair, navigates and contributes to healthy boundaries between governance and operations;
- Provides strong and clear communication through established written reports to the Board, in addition to verbal reports and discussions at regular Board meetings;
- Ensures that the Board Chair or delegate is informed of any potential risk exposure that has the potential to cause harm to the MCSS in a timely manner; and
- Creates a positive environment that attracts and motivates qualified and competent Board Members to engage in the MCSS's governance role.

## **DIMENSIONS**

The Executive Director is the key operational position of responsibility for the MCSS. This leader has overall responsibility for the business, capacity, strength, viability, and sustainability of the MCSS. The scope or dimensions of the role of the Executive Director are significant: this responsibility ranges from the management of employees, contractors, and volunteers, meeting community needs, strategic financial management, to risk mitigation. This

position requires professional conduct with respect to professional ethics, values, and leading the culture of the MCCC with integrity.

The complexity of this position is in the diversity of the leadership role, and its political and advocacy requirements. It is important for the MCCC leader to support the staff team in a positive, safe, and respectful manner while balancing efficiencies of operations. Facilitating a safe workplace requires emotional intelligence, active listening, and the ability to address conflict proactively. This role provides overall leadership to greater Mission community, its community partners, and stakeholders.

## **QUALIFICATIONS AND COMPETENCIES**

### **Education and Experience**

- 5 to 7 years of professional experience in leadership and people-management roles working in complex environments and serving diverse communities, ideally with experience leading in a non-profit environment.
- A degree in non-profit management, business, psychology, or social justice is an asset but not required.

### **Knowledge, Abilities and Leadership Style**

- Demonstrates professionalism while under stressful circumstances;
- Inspires and motivates others;
- Adapts to complex, changing situations and political environments;
- Solicits and accepts constructive feedback respectfully and professionally;
- Proactively deals with conflict
- Exercises good judgement and maturity in relationships;
- Maintains high standards of ethics, honesty and integrity;
- Strong human resources skills supported by emotional intelligence;
- Exceptional people leadership skills and the ability to create and sustain an equitable and psychologically safe workplace and adapt management style to a diverse staff;
- Ability to galvanize people both within the organization and within the community through communicating a strong vision and strategic direction;
- Strong external communication skills;
- Strong skills in implementing a fund development strategy;
- Strong financial management and budgeting skills;
- Strong coaching and mentoring skills;
- Strong change management skills and understanding of systemic change;
- Excellent conflict management and de-escalation skills;
- Excellent verbal and written communication skills;
- Ability to set boundaries effectively and kindly;
- Strong understanding of governance and experience reporting to or working closely with a Board of Directors; and

- Ability to implement operations and decisions in a political environment.

#### Other Requirements

- Must be legally entitled to work in Canada.

#### **WORKING CONDITIONS**

The Executive Director is a full-time position within a strong value-based organizational culture. This position requires a high level of team collaboration, yet also requires significant autonomy.

Travel to MCSS sites and occasional travel for MCSS meetings will be required. Evening and weekend work are occasionally required.

MCSS is committed to fair and equitable compensation practices. The Executive Director position receives a comprehensive compensation package, which includes a competitive salary, extended health benefits, and RRSP contribution.