

Chief Executive Officer Job Description

Organization:	Yellowhead Community Services Society
Job Title:	Chief Executive Officer
Reports To:	Board of Directors
Effective Date:	June 2022

Role Overview

The Chief Executive Officer (CEO) contributes to the long-term vision of Yellowhead Community Services Society (YCS) and provides overall leadership to advance the organization's strategic and operational direction, workplace culture, and community relations. The CEO is responsible for the day-to-day operations of YCS: managing employees, programs, social enterprises, and community development initiatives. As a high-profile community leader, the CEO advocates to stakeholders, governments, funders, partners, and the media to advance the organization's vision, mission, and strategic priorities. The CEO is responsible for developing external partnerships, innovative programs, and community development opportunities, and implementing strategic initiatives as directed by the Board. The CEO's leadership contributes to strengthening the fabric of communities across the Thompson-Cariboo-Gold Rush regions.

The Society's business is multi-faceted, encompassing the operations of a multi-service community agency, management of the medical wellness clinic, a housing portfolio, and a range of community economic development initiatives. This is a pivotal leadership position in the organization, requiring a broad base of strategic and executive management skills, abilities, and experience in a comparable organizational environment.

Specific Accountabilities

Operational Leadership & Workplace Culture

- Leads day-to-day operations of YCS: managing employees, programs, contracts, social enterprises, and community development initiatives;
- Pursues new opportunities for YCS including contracts, programs, and social enterprise initiatives;
- Supervises all program managers and responsible for recruiting, negotiating contracts, onboarding, assigning responsibilities, training, and performance evaluations;
- Implements the Vision, Mission, and Values and encourages all staff to embrace the concepts of continuity, sustainability, and readiness in the organization's efforts to address the needs of communities, individuals, and families;
- Creates and maintains strong and positive relationships with internal stakeholders (staff, contractors, volunteer, and the Board of Directors) and cultivates equity, diversity, and inclusivity within the organization;
- Oversees and engages in high-level human resources issues relating to significant issues concerning employees, volunteers, or contractors.
- Advances a culture of work-life balance, autonomy, empowerment, growth and development, and innovation; and
- Creates a safe and motivational work environment, through proactive conflict management and mentoring, to enhance employee satisfaction and productivity.

Strategic Leadership

- Works with the board to design annual strategic planning sessions to identify opportunities to meet emerging trends, key opportunities, known and unknown challenges, and community interest/needs;
- Prepares the annual operating plans in alignment with the Strategic Plan and develops staff buy-in;
- Demonstrates future orientation and planning to address changing community, program, and service needs;
- Provides a strategic level of thinking and implementation of business development initiatives to support the viability of the organization;
- Ensures that the Strategic Plan is communicated, as appropriate, with internal and external stakeholders; and
- Communicates with the Board of Directors in a timely manner to present the work accomplished or any challenges experienced in implementing the strategic plan.

Strategic Stakeholder, Funder, and Community Relations

- 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;
- Communicates directly to the media on behalf of the Society and delegates this role to Program Managers when needed;
- Ensures effective communication and effective relationships between the Board of Directors, managers, funders, and key stakeholders;
- Represents YCS and the community on various regional and provincial tables;
- Provides leadership, guidance, and mentorship to enhance the financial strength and viability of YCS;
- Develops foundations for strong and positive relationships with all donors, funders, and potential funders in an effort to realize stronger revenue for YCS into the future;
- Ensures compliance with public sector funding agencies; and
- Serves as the key contact with key financial supporters.

Financial Integrity & Risk Mitigation

- Acts as the key oversight and financial control of the organization;
- Ensures there is budgetary and policy compliance and reports regularly to the Board of Directors pursuant to accreditation guidelines and policies;
- Cultivates diversification of the current funding base;
- Works in adherence with prudent financial practices;
- Provides leadership in contract negotiations / contract management and ensures that all contractual requirements are met and all reports submitted pursuant to contractual requirements;
- Ensures that accurate financial and administrative processes are in place and provides oversight and leadership to the accreditation team to ensure all requirements are met;
- 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 other, as required;
- Ensures that organizational practices are in compliance with all regulatory and legal standards;
- Oversees the Risk Management Plan and annual Critical Incident Review, and promptly communicates any potential risks to the Board Chair and/or designate; and
- Stays abreast of community developments and helps to 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; and
- Creates a positive environment that attracts and motivates qualified and competent Board Members to engage in Out on Screen's governance role.

Qualifications

Education and Experience

- A Bachelor's degree or combination of relevant experience and education.
- At least 7 to 10 years of management and leadership experience, preferably in a non-profit or social enterprise.
- Experience in the development and operations of community social services programs and social enterprises, community economic development, and stakeholder relationship development. Experience working with First Nations communities is an asset.
- Experience working with funders and community partners.
- Experience implementing strategic initiatives with clear, prescribed outcomes.
- Experience working with a Board of Directors.

Skills and Competencies

- Strong change management skills and ability to help grow an organization.
- Strong people management skills and experience with all aspects of Human Resource management, including the recruitment, orientation, and recognition of employees and a volunteer workforce.
- Strong relationship building skills and experience working collaboratively and effectively with community stakeholders, government agencies, corporate sponsors, and community organizations.
- The ability to identify opportunities and build programs that enhance the quality of life and well-being of the people and communities served by YCS.
- Strong financial management skills.
- An entrepreneurial mindset and business acumen in the context of a dynamic non-profit organization.
- Ability to work collaboratively and effectively with a Board of Directors and committees.
- Creativity and the ability to work with a management team is essential.
- A strong desire to support and work in a rural community.
- Excellent verbal and written communication skills.
- Proficient with standard office software and technology (Microsoft Office suite and web-based data management programs)

Working Conditions

This is a full-time, salaried position based in Clearwater, BC. Travel within the service area across the Thompson-Cariboo-Gold Rush regions is required. Evening and weekend work are occasionally required.