

EXECUTIVE DIRECTOR

THE OPPORTUNITY

Boyle Street Community Services (BSCS) is seeking an **Executive Director (ED)** to provide strategic and operational leadership to our organization. Our ideal candidate is a strong advocate for those living in poverty and homelessness, particularly those of Indigenous descent, and strongly believes in carrying out Boyle Street’s vision and mission. A highly resilient leader, this individual will demonstrate political acumen, emotional intelligence, and integrity in building and providing community support for people experiencing multiple barriers to inclusion. We are looking for an Executive Director who astutely understands and genuinely cares about the unique needs and perspectives of our community and its members. Critical to success in this position is the ability to build trust, effectively deal with challenge and change, and continuously strive to deliver programs and services in the best interest of our community members.



Reporting to the Board of Directors and leading a dedicated team of 8 direct reports and over 350 staff, the Executive Director will represent the organization through advocacy, education, and strategic partnerships within the community and beyond. The desired candidate is a strategic thinker, an innovative and responsive leader, and can foster a collaborative approach to working with staff and stakeholders. Although it is often challenging, the work of BSCS and subsequent impact on people’s lives is also immensely gratifying.

EXPECTED OUTCOMES:

The expected outcomes for the role include the following:

Organization Mission & Strategy

- Support the Board of Directors in developing a vision and strategic plan to guide the organization
- As a trusted and credible leader, gain the confidence of and manage relationships with a diverse group of stakeholders, internal and external
- Create an environment that is open to and prepared for change
- Foster an organizational culture that encourages discussion, creativity, and critical thinking

Leadership

- Act as a professional advisor to the Board of Director on all aspects of the organization's activities
- Provide leadership to foster a healthy organizational culture and ensure the work and ethos reflects and manifests the organization’s values and beliefs

- Mentor and build leadership capacity in the team while valuing and utilizing their expertise and decision-making capability; an effective delegator of authority and responsibility
- Accountable for the performance management of all staff which includes the ongoing monitoring of performance and an annual review process
- Ensure a standard of excellence in serving community members' highly diverse needs
- Support and grow a culture of care, wellness and resilience to ensure staff have the support and resources needed
- Manage organizational risk and implement appropriate controls

Operations & Program Management

- Develop and implement an operational plan to align resources, services, and education/advocacy efforts with the mission and values, using clear performance metrics to evaluate and report on success
- Oversee the efficient and effective day-to-day operations of the organization
- Ensure the operations and the programs and services offered contribute to the organization's mission, values, and reflect the priorities of the Board
- Identify community needs and work with staff to develop creative strategies to meet the needs

Fund Development & Financial Management

- Oversee fund development strategies which ensure program sustainability and enhancement, as well as achievement of the strategic plan
- Accountable for preparation of the annual budget and monthly financial statements for Board approval
- Ensure compliance with corporate, constitutional, and legal responsibilities

Community Relations & Advocacy

- As chief spokesperson, ensure that Boyle Street and its mission, programs, and services are consistently presented in a positive manner
- Represent the organization at community activities to enhance the organization's community profile
- Establish and sustain strong working relationships and collaborative partnerships with agencies, linked services, and community stakeholders to further the goals of the organization
- Develop strong relationships with government (municipal, provincial, federal), balancing trusted advisor and advocacy roles
- Oversee the implementation of an annual communications plan and coordination of marketing strategies with other partner organizations to promote Boyle Street's programs and services

QUALIFICATIONS & EXPERIENCE

The ideal candidate inspires and models the values of Boyle Street Community Services and has the following qualifications and experience:

Professional Experience

- 3-5 years' experience in leadership role within the non-profit or for-profit sector, including supervising staff and managing budgets
- 3-5 years' managerial experience within a multidisciplinary and collaborative team environment
- 3-5 years' experience in establishing and maintaining formal and informal partnerships with other service providers and stakeholders
- Experience leading in a complex and changing environment

Knowledge & Skills

- A sound knowledge of effective leadership and governance principles
- A comprehensive understanding of federal and provincial legislation, as well as human resource management practices, applicable to voluntary sector organizations
- An in-depth awareness of the current challenges and opportunities related to supporting community members, as well as existing resources
- Knowledge of fiscal and risk management
- Knowledge of project management and performance evaluation and monitoring tools
- Advanced working skills in Microsoft Office programs particularly Word, Excel, and Outlook

Personal Competencies

- High integrity and genuine commitment to improving the lives of vulnerable and marginalized individuals
- A collaborative leadership style which is open, results-focused, and respectful of the capabilities and independence of employees while providing them with clear direction
- An empathetic and compassionate leader who models respect and trust, through inclusive decision making, meeting commitments, and behaving ethically in all dealings
- The ability to think strategically and effectively plan and implement within a complex environment
- Strong interpersonal skills and political savvy, with the ability to build effective relationships with community members and other stakeholders
- An excellent communicator with strong written and verbal skills and the ability to appropriately present complex issues clearly to various audiences (media, community members, staff, existing and potential funders/supporters)

- Adaptive and innovative approach to developing and improving the operations of the organization and creating new opportunities for growth

Asset Qualifications

- Masters degree in a related field (social services, human services, counselling, education, etc.)
- Proven track record of success in fundraising and donor stewardship
- 3+ years' experience working within the area of supporting those experiencing homelessness and poverty
- Experience as an Executive Director for a non-profit organization that is mid to large size in staff
- Thorough understanding of needs of marginalized population and has demonstrated this through education of others, attending and/or organizing conferences, and day to day supports provided to community members
- Demonstrated experience and ability to be creative and think outside of the box in the areas of program development, leadership development, and fundraising

Salary will be commensurate with qualifications and experience. A comprehensive benefits package is included.

Please send your resume, with cover letter, to ciezki@wmc.ca no later than **September 26, 2019**.

For more information, please visit our website at www.boylestreet.org.