



# CEO JOB DESCRIPTION





# Position Description

**Position Title: Chief Executive Officer**

**Reporting To: Board Of Directors**

## Qualifications, Skills and Knowledge Required

The Chief Executive Officer is responsible for the safe, effective and efficient operation of the organization within legislative and contractual obligations to fulfil the Mission, Values, stated Results and Strategic Plan.

The Chief Executive Officer is responsible for the Centre's operations as delegated by the Board of Directors including;

- » the development, delivery, and evaluation of all programs and services,
- » the oversight and management of all administrative services including support to the Board,
- » the oversight and management of all the Centre's assets including but not limited to human resources, finances, information technology, data, equipment, property and reputation,
- » the execution of the Centre's continuous quality improvement program,
- » the execution of the Centre's risk management program,
- » the implementation of the Centre's diversity, equity and inclusion program.

The position requires, at minimum, a Masters Degree in the human services field, a license to practice in a regulated health profession where required, plus other relevant advanced specializations and certifications. A second Masters Degree or PhD would be considered an asset.

The person will have extensive knowledge and experience in the provision of human services to children, youth and families, with a minimum of 5 to 7 years in senior leadership or an equivalent combination of clinical leadership and supervisory experience.

The work requires advanced leadership and strategic thinking within the non-profit community-based sector; business and financial acumen; analytical, problem solving and decision-making skills; a strong and relentless focus on client service, quality and the development of people; exceptional emotional intelligence including a deep capacity for learning through self-awareness and reflective practice; negotiation and conflict resolution skills; interpersonal and communication skills.

An ability to work effectively in collaboration with a variety of partners and teams including the Board of Directors, the Centre's leadership teams and employees, the union, community service providers, as well as local, regional and provincial partners and a variety of government ministries and funders is required.





The key qualifications (knowledge, skills and/or experience) can be summarized as follows:

- 01** Have robust understanding of the human and social services sector as it relates to infants, children, youth and their families.
- 02** Able to develop, implement and evaluate high quality service delivery systems to meet the needs of person's served.
- 03** Knowledge of diversity, inclusion, equity, anti-racism, anti-oppression and allyship.
- 04** Knowledge of Indigenous history and the role colonization and anti-Indigenous racism plays in our work and community. This would include an understanding of Truth and Reconciliation, Two-eyed Seeing and importance of treaty relationships.
- 05** Able to operate continuous quality improvement systems and a robust risk management program that support the delivery of services.
- 06** Have experience overseeing a variety of administrative systems including human resources, financial management, information technology, payroll, etc.
- 07** Has both business acumen and financial literacy and is able to use these skills to monitor, evaluate and address organization needs.
- 08** Have knowledge and experience working on or with Boards of Directors and with policy governance systems.
- 09** Able to engage in strategic planning, large-scale project management, and lead organizational change.
- 10** Experience developing relationships and working collaboratively with a variety of external systems and stakeholders at the local, regional and provincial level.
- 11** Able to work collaboratively and activate networks with a variety of groups including but not limited to funders, community partners, unions and professional associations.
- 12** Able to genuinely and effectively communicate across a variety of settings both internal and external to the organizations.

## Responsibilities

### 01 Operations

The CEO responsibilities are to:

- » Deliver on the Centre's Mission, Values and Results as articulated in the Board's Results Policies
- » Develop, implement, evaluate and report on the Centre's Strategic Plan in collaboration with the Board as described in Policy (EL 10 - Operational and Strategic Planning)
- » Adhere to all standards, expectations and limits set by the Board in the Executive Limitations Policies. This work includes but is not limited to the Centre's finances, assets, information technology, human resources, reputation, clients, quality and risk management
- » Ensure the implementation of the Board's expectations (GP 14 - Quality Commitment) regarding high quality services through regular evaluation and reporting (EL 10 Quality)
- » Ensure the implementation of the Board's expectations (GP 15 - Risk Governance) regarding risk management, control, and mitigation (EL 9 - Risk Management)
- » Develop, implement, review and revise all operational policies in alignment with Board stated expectations
- » Negotiate and implement the Collective Agreement and effectively manage labour relations in partnership with the Union Leadership
- » Ensure the implementation of a human resources program that focuses on attracting, retaining and developing our people's talents and capabilities.
- » Implement a Diversity, Inclusion and Equity framework that is in alignment with Board stated expectations (GP16 Equity, Diversity and Inclusion)
- » Ensure the implementation of robust financial controls and reporting.
- » Execute all funding contracts ensuring that all requirements are fulfilled as per the contract.



## 02 Board Governance

The CEO's responsibilities are to:

- » Work collaboratively with the Board of Directors respecting the boundaries of delegated authority while fulfilling all CEO oriented obligations stated in the Results, Executive Limitations and Board-CEO Relationship Policies
- » Report to the Board as per the expectations set out in policy and the Annual Calendar
- » Provide sufficient administrative support to the Board and its committees to enable them to enact their responsibilities
- » Support the Board's development and continuous quality improvement including but not limited to governance, engagement, education and succession planning.
- » Ensure that information, communication and counsel are provided to the Board in a timely, accurate, respectful and succinct manner to support Board work and decision making
- » Participate and support all monitoring and evaluation processes including CEO Performance Evaluation.
- » Understand and appreciate the unique and complex relationship between a Board and a CEO so that they can work collaboratively with the Board, report on operations to the Board and hold the Board accountable for their responsibilities.



## 03 External Relations

The CEO's responsibilities are to:

- » Actively engage with clients, children, youth and families ensuring that their voices are included in both the provision of their services but also in the design of the Centre's programs and services
- » Build positive working relationships and networks with community partners to improve the system of services for children and families.
- » Develop positive and collaborative relationships with a variety of funders who support the work of the Centre
- » Contribute where possible to provincial level work bringing the needs of our City, District and Region to the table while concurrently bringing important knowledge and information back to our local context
- » Ensure our external communications are in line with our values and support the work on the mission and implementation of our strategic plan
- » Support the work of the Children's Centre Foundation and the Therapeutic Family Homes Board
- » Appropriately speak on behalf and represent the Centre with all authority delegated to the CEO position
- » Support community development and equity coalitions that align with Board policy and strategic priorities.