



Oaklands Community Association

November 9, 2017

Job Title - Executive Director

The Executive Director works across the Oaklands community at all levels to execute the mandate of the Oaklands Community Association. This position requires a high level of leadership, communication, financial acuity and organizational management skills. The position is accountable to the volunteer Board of Directors for OAKLANDS Community Association

Facilitating the effective use of teams, the Executive Director is responsible for the overall operations of the Oaklands Community Association (OCA) including the Oaklands Community Centre (OCC) and Oaklands Neighbourhood House (ONH); with a full time staff of approximately 13, part time staff of 50, and an annual budget of \$1.2M. The Executive Director also provides advice to the Board of Directors with respect to policy development and organizational direction.

Primary Responsibilities

Support and implement policies and directions into realistic goals and objectives in accordance with OCA's constitution and bylaws, and policies and procedures.

Ensuring the ongoing financial health and status of the OCA as a charitable society through revenue generating activities, asset management, budgeting and fiscal management

Planning, organizing and providing direction in the day to day administration and operations of OCA programs and implement outcome measures for all programs

Supervising the employment and performance of regular and part-time staff, contractors, student interns and volunteers in collaboration with a team of managers/coordinators

Researching and analyzing programs, services and opportunities in response to the needs of the Oaklands neighbourhood.

Create an effective process for strategic planning with Board and Staff, and implement operational objectives that support the strategic plan of the OCA.

Ongoing communication, promotion and liaison activities with community partners and stakeholders in the Greater Victoria region.

Conceptualize, set priorities, and develop and design project proposals, i.e., facilities planning and IT upgrades

Specific Accountabilities/Deliverables

Board Relations

- Acts as a resource to the Board so policy decisions are made on an informed basis
- Provides information to the Board about emerging trends and issues in order to enhance the Board's capacity for effective decision-making and long term planning
- Oversees development and implementation of orientation for incoming Board Members
- Supports optimum engagement of Board Members

Financial Management

- Develops, with the Treasurer, an annual budget and administers the approved budget
- Establishes and maintains a system linking the strategic and operational planning to the budgeting process
- Guides revenue generating activities by identifying revenue streams, fund-raising opportunities, and writing grant applications and funding proposals
- Creates partnerships with businesses, government, and other institutions who contribute to the organization's resources
- Ensure a clear and accurate accounting system is maintained and monthly financial reports are produced for the Board
- Provides ongoing financial oversight to bookkeeper and overall accounting processes

Administrative Management

- Oversees all reports and administrative activities related to the operation of the Oaklands Community Centre and Oaklands Neighbourhood House
- Ensures a safe working environment
- Ensures adequate physical space, furniture, equipment and resources, including additional insurance when needed, to deliver services, programs and events
- Develops, maintains and delivers administration policies and procedures for program registration, events, rentals, child care and facilities management, and ensures protocols are followed by staff
- Ensures that a sound record management system is employed
- Employs problem solving skill and mentors staff to develop analytical skills;

Human Resource Management

- Ensures a healthy and productive work environment through professional leadership, teamwork, communication, training opportunities, timely decisions, problem solving, conflict management and support to all staff and volunteers
- Oversees the development and implementation of the human resources policies, procedures and practices including the development of job description for all staff, conflict resolution procedures, support and staffing policies
- Selects and cultivates qualified and suitable staff
- Employs employment standards and best practices in HR management

Ensures that staff manage programs effectively

Community Service & Program Development

Monitors community needs and changes in the Oaklands neighbourhood that may affect the demand for and delivery of OCA programs, services and events

Works to ensure community needs are met; providing relevant information on community trends, demographics, services, resources and service needs

Seeks out and recommends new programs or modifications to current ones as appropriate

Ensures that appropriate systems exist to facilitate day to day operations in the area of programs, resource acquisition, training, public relations and administration

Encourages community participation in OCA activities and programs

Community & External Relations

Oversees the development and implementation of OCA communications strategies

Receives all client complaints, concerns and suggestions with respect, and responds in the most timely and appropriate manner dictated by the circumstances

Hours of Work: This is a regular full-time position, working 37.5 hours per week, Monday - Friday. Evening and weekend work will occasionally be required to attend Board of Director meetings, Oaklands community events and other activities associated with the responsibilities of this position.

Compensation: Annual salary will be competitive and commensurate with the experience of the successful applicant. This position offers a benefits package including MSP, extended health and dental, life insurance and OCA discounts.

Minimum Qualifications

Education

A Bachelors degree from an accredited college or university or equivalent combination of relevant education, training and experience (e.g. fostering community development, financial management, administration), in a field related to the organizations' mission and services

Experience

At least 3 – 5 years' experience leading a community based non-profit agency

Demonstrated ability in all aspects of financial management

Demonstrated competence in supervision of both paid and volunteer staff

Demonstrated ability to motivate staff to attain a high level of commitment and enthusiasm for the positions for which they have been hired

Experience in initiating, planning, implementing and evaluating programs and services

Excellent written communication skills, including expertise in proposal writing

Excellent interpersonal skills and the ability to communicate effectively with public officials, funders, business leaders, the media and members of the general public

Outstanding verbal presentation skills

Understanding of volunteerism for capacity building

Valid First Aid and CPR certificate

Clean criminal record

Preferred Qualifications

Five or more years of lead management experience in the community service and or not-for profit sector

Proven ability in revenue generation and fundraising

The Executive Director should demonstrate competence in some or all of the following:

- *Build Relationships:* Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the OCA.
- *Conflict Resolution:* Practice and encourage positive conflict resolution strategies using current techniques and tools.
- *Communicate Effectively:* Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- *Creativity/Innovation:* Develop new and unique ways to improve operations of the OCA and to create new opportunities.
- *Focus on Client Needs:* Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the OCA's parameters.
- *Foster Teamwork:* Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance the OCA's effectiveness.
- *Lead:* Positively influence others to achieve results that are in the best interest of the OCA.
- *Organize:* Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- *Plan:* Determine strategies to move the OCA forward, set goals, create and implement actions plans, and evaluate the process and results.
- *Solve Problems:* Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- *Think Strategically:* Assesses options and actions based on trends and conditions in the environment, and the vision and values of the OCA.