



**Vancouver &
Lower Mainland
Multicultural
Family Support
Services Society**

Job Title: Executive Director

Job Summary: The Executive Director is the chief executive officer of the Vancouver Lower Mainland Multicultural Family Support Services (VLMFSS). The individual reports directly to the Board of Directors and will have a broad scope of responsibility for the overall activities of VLMFSS. Duties include generating revenue, financial management, human resources, governance, community relations and developing strategic and operational plans for program delivery. Their contribution will ensure that immigrant, refugee and visible minority women and children experiencing gender-based violence in the Lower Mainland have linguistic and ethno-cultural specific support as they navigate systems and their journey to safety and well-being.

Key Duties and Responsibilities:

A. Leadership

The Executive Director is the key organizational leader and in this role, will:

- Serve as head supervisor to all Staff and as liaison with the Board.
- Provide leadership, direction, mentorship and support to VLMFSS staff through effective communication, goal-setting, delegation of organizational responsibilities, including performance evaluations.
- Identify and develop priorities with the Board, management team, and staff.
- Facilitate and build effective teamwork in a cross-cultural and multi-lingual environment.
- Facilitate the successful development and implementation of the Strategic Plan.

- Identify and mitigate risks, seek opportunities for enhancing program/service delivery outcomes, and ensure ongoing implementation of organizational objectives.
- Model values that promote collaboration, shared leadership, and commitment to the core purposes and values of the organization.
- Encourage harmonious relationships between Board, staff, clients, volunteers, practicum students, and community through effective communications.

B. Revenue and Fund Development

The Executive Director, with the Board and appropriate staff members, will develop and manage an annual fundraising plan to:

- Diversify and coordinate fundraising efforts.
- Ensure recruitment and stewardship of donors.
- Oversee development of earned income opportunities.

C. Contract Administration

The Executive Director is responsible for contract negotiations with government and other contractors, and ensuring that contractual obligations are met.

To do this, she will:

- Be familiar with all contractual obligations and commitments of the Society.
- Review, negotiate and renew all contracts and extensions.
- Liaise and develop effective relationships with funding partners, sources and regulatory bodies and ensuring submission of required reports and contract timelines are met.
- Research, develop and submit funding proposals and applications for funding from government and other sources.

D. Financial Management

The Executive Director is responsible for sound financial management and control, budget preparation and forecasting in accordance with all pertinent legislation and policy, and therefore will:

- Prepare financial plans and annual operating budget for Board approval.
- Develop annual program and project budgets in collaboration with the management team and staff.
- Manage the efficient and effective use of the agency's resources.
- Act as signing officer for the agency.
- Oversee the Accountant and her functions, including payroll, financial reporting and remittances to government and funding agencies.
- Provide information to the agency's auditor regarding preparing of annual financial statements.

E. Program/Service Development and Accountability

The Executive Director will work closely with the management team and staff to develop each program area. Towards this planning, the Executive Director will:

- Ensure that all plans and practices fit with the overall goals set by a Strategic Plan.
 - Ensure that clinical supervision is in place for staff and provide program supervision, including debriefing sessions with staff.
 - Design and develop programs and services that meet contract expectations and guidelines.
 - Ensure all programs and services comply with contractual parameters.
 - Ensure provision of regular statistical program reporting to Board and funders.
 - Conduct evaluations of all programs and services (how often? Or when requested by funders?). A consultant may be hired if funds are available.
 - Collaborate with other service organizations to ensure best practices, information sharing and capacity building.
 - Develop and oversee administrative support systems as needed by VLMFSS.
 - Oversee and ensure risk management policies and procedures are in place to protect the agency, employees and/or volunteers from liability and other claims by working closely with the management team and the Health and Safety Committee.
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- Establish and ensure that all professional and licensing requirements are in place to satisfy legal, regulatory and other requirements.
 - Ensure the agency's equipment (hardware and software) is managed efficiently and program activity effectively.

F. Human Resources

The Executive Director will ensure the effective management of the organization's human resources. To do this, the Executive Director will work closely with a Human Resources Consultant on as needed basis as well as:

- Be familiar with the agency's personnel policies, *Employment Standards Act*, and all relevant legislation.
- Provide mentorship opportunities for members of the management team and staff, build a strong and collaborative team, facilitate open lines of communication, and ensure ongoing development, recognition and appreciation.
- Develop job descriptions and annually review and adjust if necessary.
- Facilitate annual performance review process for all staff.
- Ensure all staff are informed and knowledgeable about operational policies and procedures and their implications and relevance to agency operations.
- Ensure all staff are oriented to programs, policies and procedures, including the terms and conditions of their employment.
- Oversee the recruitment and hiring processes.
- The responsibilities may be delegated to a management team member who has had training or has demonstrated abilities to handle human resources activities or issues

G. Board Support, Society Administration and Governance:

The Executive Director is responsible for acting as the non-profit management advisor to the Board and ensuring the Board has the support they need to perform their obligations as trustees of the organization.

- Develop and implement strategic plans in collaboration with the Board, management team and staff
- Develop and implement operational plans in collaboration with the management team and staff
- Develop and recommend to the Board relevant policies and procedures for implementation in collaboration with all VLMFSS employees.
- Work effectively with the rotating Board Chair to manage board meetings and processes
- Ensure the agenda and supporting reports for Board meetings are provided in advance of meetings
- Attend Board meetings and determine when other staff members should attend
- Communicate with the Board of Directors concisely, clearly, and comprehensively to ensure that the Board has adequate information on Society activities to carry out effective decision-making
- Participate in meetings of the Board's standing committees as required.
- With the Nominations Committee, ensure Board recruitment processes are fair and effective.
- Participate in other administrative functions as designated by the BoardAttend and report at Annual General Meetings.

H. Communication and Community Relations

The Executive Director works in collaboration with the Board of Directors to:

- Maintain communication of VLMFSS' needs and values to the community.
- Represent VLMFSS at relevant community and fundraising events, and/or regional committees or initiatives, or delegate such positions to appropriate staff or board members.

- Act as the organization's spokesperson and conduct media activities such as interviews, news releases and newsletters to ensure the VLMFSS proactively communicates about its work through the media and appropriately responds to media inquiries.
- Maintain a positive image and relationship with local, provincial and federal agencies and their representatives, and communicate with the area, provincial and federal legislators as appropriate.
- Lobby in a non-partisan manner for client/VLMFSS needs, subject to the limitations of charitable tax laws.
- Promote VLMFSS mission and increase community awareness of VLMFSS and its services.
- Identify and participate in events that effectively establish community relations and enhance the organization's visibility.
- Establish working relationships with a broad range of community groups, all levels of government and other organizations to work toward common objectives.
- Develop and manage an annual public relations plan, such as Victim and Survivors of Crime Week, Shashi Assanand Bursary Scholarship, VLMFSS event/activity funded by a grant from the Civil Forfeiture Office, and International Women's Day.

Key Deliverables:

1. Maintain a strong, effective management and staff team;
2. Maintain high-quality programs that meet the needs of immigrant, refugee and visible minority women and children experiencing family violence (intimate partner violence, familial violence, child abuse) in the Lower Mainland;
3. Build and maintain a robust positive relationship with external partners, particularly other women-serving organizations working with vulnerable populations, to ensure the interest of clients are being addressed;
4. Maintain transparent and effective financial management systems;
5. Ensure appropriate and accurate data is compiled and reported on to funders and community stakeholders;
6. Develop, update and implement VLMFSS policies and procedures;
7. Develop and articulate clear strategic goals for the organization; and
8. Develop, access and maintain diverse funding opportunities.

***Duties may be amended from time to time as necessary, subject to discussion and approval by the Board.

Applicants please send resume and cover letter to BOD@vlmfss.ca