



## CAREER OPPORTUNITY

### Executive Director

#### Vista Centre Brain Injury Services

Remuneration commensurate with experience and qualifications

##### Who we are:

Vista Centre Brain Injury Services (VCBIS) is a non-profit agency that has provided services to individuals with brain injuries for more than 30 years. VCBIS currently offers assisted living services, personal support/independence training, day services and a variety of support and special interest groups.

VCBIS provides quality, caring, continual support to persons living with the effects of Acquired Brain Injury. In consultation with our clients, we provide assistance which will help enhance their relationships, personal abilities, and life skills, while assisting to maximize their potential within the community.

##### The opportunity:

It's about Leadership. We are seeking an enthusiastic and energetic individual to continue to build on our success. Ottawa based and reporting to the Board of Directors, the Executive Director will lead the overall operation and administration of the agency. In addition, the Executive Director is responsible for implementing the strategic direction, providing a leadership role in resource development and public relations while establishing and maintaining effective community relations.

##### The fit:

This is an exciting opportunity for an exceptional senior leader who possesses a post secondary degree in Health Administration, Public Administration, Social Work or related field, or the equivalent combination of education and experience. In addition, the ideal candidate will possess a minimum of seven years of progressively responsible management experience in the field of policy analysis, advocacy, financial management, human resources management, liaison with funding bodies, planning and program development.

We are seeking a proactive, self-directed individual who is results driven and a strategic thinker who values working collaboratively and one who takes a client-service approach to partnering with our stakeholders. In addition, the ideal candidate will have a broad understanding of brain injury rehabilitation and quality improvement programs. The successful candidate will demonstrate strong leadership skills in supporting and empowering staff and a proven ability to take innovative and calculated risks. In addition, the candidate will have strong writing, presentation and verbal communication skills in English and preferably in French. (see full job description below).

##### How to apply:

If you believe you possess the appropriate experience and skill set for this position, please submit your resume and covering letter with the top three reasons why you are the ideal candidate for this position. Applications are to be submitted electronically no later than end of day October 5, 2018 to:

Carmen Drouin & Associates, Human Resources & Management Consulting

Email: [cda-vcbis@outlook.com](mailto:cda-vcbis@outlook.com)

*Vista Centre Brain Injury Services is committed to employment equity and encourages applications from all qualified candidates. In addition, VCBIS is committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.*

*We thank you for your interest.*

## **JOB DESCRIPTION**

**Title:** Executive Director  
Vista Centre Brain Injury Services

**Reports to:** Board of Directors

**Location:** Ottawa, ON

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Vista Centre Brain Injury Services (VCBIS) is a non-profit agency which has provided services to individuals with brain injuries for more than 30 years. VCBIS currently offers assisted living services, personal support/independence training, day services and a variety of support and special interest groups.

Our mission is to work collaboratively with persons whose lives have been affected by Acquired Brain Injury through community-based support, service, and education towards maximizing their life potential. In consultation with our clients, we provide assistance which will help enhance their relationships, personal abilities, and life skills, while assisting to maximize their potential within the community.

The Executive Director, (ED) serves as the chief executive for Vista Centre Brain Injury Services (VCBIS) and provides the leadership to guide the successful execution of the VCBIS mission, vision and mandate. As the leader of the organization, the ED is responsible for cultivating a strong, professional and effective organization. In addition, the ED is responsible to build/maintain a strong and effective leadership team composed of senior managers.

Reporting to the Board of Directors, the ED ensures an open and transparent working relationship with the Board and provides professional support and policy guidance to ensure that the policy decisions made by the Board are carried out effectively.

The ED is responsible for the effective development and management of VCBIS's programs and operations while exercising stewardship over its human and financial resources. Further, the ED is the chief advocate and spokesperson for VCBIS and as such represents the organization in the community, with stakeholders, funders, sponsors and the media.

## **RESPONSIBILITIES**

### **Leadership & Management**

- Lead on behalf of the Board the implementation of the strategic plan to guide the organization
- Identify, assess, and inform the Board about the changing landscape of VCBIS business at the policy and operational levels, including implications, now and in the future, for the organization and its place in the care sector.
- Act as a professional advisor to the Board on all aspects of the organization's activities
- Foster effective team work between the Board and the ED and between the ED and staff
- Work closely with stakeholders to understand and respond to their needs and wishes, as well as identifying opportunities for partnerships of benefit to our clients and community
- In addition to the Chair of the Board, act as a spokesperson for the organization
- Conduct official correspondence on behalf of the Board as appropriate and jointly with the Board when appropriate
- Represent the organization within the sector to enhance the organization's profile
- Oversee the administration of all the organization's policies

### **Operational planning and management**

- Develop an annual operational plan which incorporates goals and objectives that work towards the strategic direction of the organization
- Ensure that the organization operates within the strategic, business and ethical guidelines, standards and expectations of its stakeholders, Board, sponsors and funders
- Oversee the efficient and effective day-to-day operation of the organization
- Draft policies for the approval of the Board and prepare procedures to implement the organizational policies; review existing policies on an annual basis and recommend changes to the Board as appropriate
- Provide support to the Board by liaising with the Chair to prepare meeting agendas and appropriate supporting materials
- Actively recruit candidates for the Board of Directors
- Ensure compliance with all applicable laws and regulations

### **Program planning and service delivery**

- Oversee the planning, implementation and evaluation of the organization's programs and services, bearing in mind the changing needs of our clients and sector
- Ensure that the programs and services offered by the organization contribute to the organization's mission and vision and reflect the priorities of the Board
- Monitor the day-to-day delivery of the programs and services of the organization to maintain or improve quality
- Develop operating procedures: personnel, office management and clinical procedures in consultation with the management team and the pertinent professionals i.e. Program Consultant, auditor, etc.
- Direct and monitor development of program procedures: program process, safety, medication, communication, participant and administration procedures, program procedures, case review system, etc.
- Oversee the planning, implementation, execution and evaluation of special projects
- Participates with the Admissions' Committee in regard to admissions and discharges of residents and acts as a resource in regard to placement inquiries
- Responsible to ensure educational opportunities are available through courses, workshops, (in-house and external literature and consultations with experts in the field eg. Neuropsychologists, etc.)
- Responsible to develop a Quality Improvement/Risk Management plans utilizing the Accreditation Canada Standards
- Ensures a therapeutic environment that is conducive to growth among all staff members, clients, volunteers and students

### **Human resources planning and management**

- Establish a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations
- Work in a manner that preserves confidentiality and seeks to minimize risk in keeping with Privacy and Confidentiality Policies and Procedures
- Determine staffing requirements for organizational management and program delivery
- Recruit, interview and select staff that have the right technical and personal abilities to help further the organization's mission and vision and a strong understanding of teamwork
- Oversee the implementation of human resources policies, procedures and practices including the development of job descriptions for all staff
- Ensure that all staff receive an orientation to the organization and that appropriate training is provided

- Implement a performance management process that includes monitoring the performance of staff on an on-going basis and conducting annual performance reviews
- Promote opportunities to coach and mentor staff to improve performance
- Keep abreast in the field of human resource management and pertinent government legislation and ensure other managers are also knowledgeable of pertinent legislation
- Handle grievances and other personnel issues as they arise as per agency policies
- Comply with all mandatory legal/regulatory requirements, i.e. Employment Standards Act, Occupational Health and Safety
- Effectively manage human resource issues
- Incorporate and strengthen collaborative and interdisciplinary teamwork
- Respect and value the diversity of communities and individuals
- Discipline staff when necessary using appropriate techniques; release staff when necessary using appropriate and legally defensible procedure

### **Financial planning and management**

- Work with the Board and staff to prepare a comprehensive budget
- Work with the Board to secure adequate funding for the operation of the organization
- Oversee compensation and benefits management
- Approve expenditures within the authority delegated by the Board
- Ensure that sound bookkeeping and accounting procedures are followed
- Ensure fiscal responsibility given uncontrollable factors and conditions
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow of the organization
- Provide the Board with comprehensive, regular reports on the revenues and expenditure of the organization
- Complete and submit the MOH & LTC and Champlain LHIN reports as per established Agreements
- Ensure that the organization complies with all legislation related to taxation, withholding payments and meeting requirements for charitable organizations.

### **Community relations/advocacy**

- Communicate with stakeholders, sponsors and funders to keep them informed of the work of the organization
- Establish good working relationships within the sector, with sponsors, funders and other organizations to help achieve the advocacy goals of VCBIS
- Promote the agency within the Ottawa area by various activities and committee memberships, e.g. Provincial ABI Network, Champlain ABI Coalition, Ottawa Disability Coalition
- Identify key influencers within the sector and work with the Board and senior management to assure awareness of VCBIS, its mission, vision and mandate

### **Risk management**

- On an ongoing basis, work with the Board to identify, evaluate and mitigate strategic and operational risks to the organization and its stakeholders.

### **Communications & Fundraising**

- Expand all aspects of communications, from web presence to external relations with the goal of creating a stronger brand
- Use external presence and relationships to garner new opportunities
- Research funding sources and oversee the development of fund raising plans and grant proposals to support program development
- Participate in fundraising activities as appropriate

**Perform other duties that are commensurate with the role of Executive Director.**

## QUALIFICATIONS

### Education:

- Post secondary degree in Business or Public Administration, Social Work or related field, or equivalent combination of education and experience.

### Experience & Knowledge:

- Minimum 7 years of progressively more responsible experience in management roles, including policy analysis, advocacy, financial management, human resources management, liaison with funding bodies, planning and program development.
- Knowledge of federal, municipal, regional and provincial health and social service legislation, policies, directives and governance models.
- Experience dealing with public funding sources.
- Experience working with a Board of Directors.
- Knowledge of community integration for persons with brain injury an asset.
- Experience with the management of a diverse staff.

### Competencies:

- Ability to motivate, lead, and empower others to achieve goals within a team environment
- Ability to work collaboratively
- Ability to establish and maintain positive working relationships with key stakeholders to facilitate the accomplishment of goals
- Strong interpersonal and leadership skills
- Ability to work in a culturally diverse environment, both community and staff
- Ability to anticipate and act pro-actively in an environment of change
- Computer literacy and familiarity with management information systems including new technologies
- Strong people management skills with experience leading, coaching and mentoring experienced senior staff
- Marketing, fundraising and communications experience
- Ability to formulate strategies and policies, and create new approaches in adverse situations
- Ability to prepare and manage budgets, analyse financial records and prepare reports
- Personal commitment to organizational excellence
- Honesty, integrity, and a strong sense of ethics in all decision and actions
- Action-oriented, entrepreneurial, adaptable, and innovative approach to getting results
- Strong writing, presentation and verbal communication skills in English required, and in French would be an asset.