



Settlement Assistance and Family Support Services

Job Description - Executive Director

Updated October 2018

Title – Executive Director

Reporting – To the Chair, Board of Directors

Summary of Executive Director's role at SAFSS

The Executive Director will be the Chief Executive Officer/Head of Operations at SAFSS. The incumbent will provide leadership and a vision to advance the organization's mission and mandate through strategic planning, appropriate programming, and organizational development. The incumbent will also maintain the organization and its operations' positive reputation in compliance with applicable laws, funders' and organizational policies, and finance and management controls.

The Job Description/Scope of Executive Director's Role is reviewed and updated by the Board periodically.

Role, Duties, and Responsibilities

A. Leadership

- Build strong relationships with funders, community partners, and other service providers
- Provide support and guidance to staff and board, including effective ongoing strategic and operational planning
- Maintain and promote a positive profile for the organization and its operations
- Establish an organizational structure which fosters leadership and talent development with clear job descriptions, deliverables, and succession planning at key levels

B. Program Development and Management

- Lead needs assessment efforts to ensure that SAFSS remains aware of the changing needs of the communities it serves

- Identify opportunities for new or expanded programs and lead the development of program/project proposals
- Oversee the implementation of programs, and the organization's strategic direction
- Develop and implement an evaluation framework for the performance of all services and programs

C. Governance and Administration

- Oversee the organization's operations and ensure compliance with applicable laws, funders and organizational policies, as well as the organization's mission and mandate
- Ensure compliance with appropriate controls and oversee financial stability within the organization
- Develop effective and efficient organizational infrastructure, including technology infrastructure, policies, procedures, workflows, staff delegation, and assignments to carry out day-to-day programming/administration
- As a board developer, assist in selecting board members, assist in board evaluations, and in the board's evaluation of the Executive Director
- Provide support to the board administration and work closely with the Chair to organize materials and agendas for board meetings

D. Human Resource Management

- Create a work environment that nurtures and motivates staff, and attracts diverse and talented people to work at SAFSS
- Ensure performance standards are set and communicated and met by all staff
- Offer job coaching where necessary to ensure performance improvement
- Ensure all staff have annual performance evaluations
- Ensure appropriate supervision for all staff across all types of work
- Understand labour laws and collective agreement processes

E. Communication

- Communicate organizational goals effectively with all staff, board members, funders, and stakeholders
- Advise the board on industry trends, opportunities and threats, organizational risks, and employee communications

- Ensure positive PR for the organization and promote its positive image among relevant stakeholders

F. Financial and Risk Assessment

- Maintain all financial and accounting controls and records in compliance with laws and relevant timeliness
- Ensure annual operating results are in line with budgets
- Submit budgets for approvals to the board
- Ensure all key risks for the organization are identified and work with the board and other stakeholders to outline mitigation plans

G. Fundraising

- Oversee and lead fundraising plans (for annual and long-term initiatives),
- Use technology and social media to promote and expand the SAFSS brand and maximize the benefits for the organization.

H. Continuing Education & Development

From time to time there may be growth and developmental opportunities, ED would participate in Organization sponsored continuing education programs or self- undertake continuing education with the prior approval of the Board.