

Job Description

Executive Director

The Executive Director (ED) reports to the Wainwright Military Family Resource Centre (WMFRC) Board of Directors and is responsible for implementing and achieving the policies and goals set out by the Board. The ED oversees all aspects of day-to-day operations of the WMFRC, including general management and administration, human resources, program planning, community engagement, and financial management. The Executive Director liaises with stakeholders including the Department of National Defence, the Canadian Armed Forces (CAF), Military Family Services (MFS), community organizations, and government (municipal, provincial and federal) organizations, and is accountable to the CAF community for the operation of the WMFRC.

Responsibilities

General Management and Administration

- Maintains programs, services and administrative records.
- Implements and oversees the use of program evaluation tools and techniques.
- Analyzes data and presents written reports to the Board of Directors.
- Prepares annual reports, budgets and business plans.
- Oversees the management of database systems within the organization.
- Coordinates other administrative tasks as required.

Financial Management

- Approves expenditures within the authority delegated by the Board.
- Ensures sound bookkeeping and accounting procedures are followed.
- In conjunction with staff and the Treasurer, prepares annual reports, budget forecasts, and annual budget statements for Board approval.
- Administers MFRC funds according to the approved budget, maintains quarterly statements for review at Board meetings.
- Researches funding sources and oversees fundraising activities.
- Participates in fundraising activities as appropriate.
- Works closely with external auditors to complete audits and to ensure sound financial management practices are followed.

Risk Management

- Identifies and evaluates the risks to the organization's people (clients, staff, management, volunteers), property, finances, goodwill, and image and implements measures to control risks.
- Ensures that the Board of Directors and the organization carries appropriate and adequate insurance coverage.

- Ensures that the Board and staff understand the terms, conditions and limitations of the insurance coverage.

Human Resources Management

- Plans and monitors staffing requirements for organizational management and program delivery.
- Ensures appropriate training and job-related career development is provided to all staff and volunteers within approved budgets.
- Provides team management, coordination and supervision to all staff; supports and guides staff in fulfilling their responsibilities.
- Oversees the implementation of human resources policies, procedures and practices.
- Acts as liaison between the Board of Directors and WMFRC staff.
- Arranges and participates in regular team meetings with staff.
- Implements the performance management process for all staff which includes ongoing performance monitoring and annual performance reviews.
- Carries out disciplinary action when required, using appropriate techniques and legally defensible procedures.
- Informs staff of Board management decisions and policies which impact their work.
- Manages complex emergency situations in support of staff, or in their absence.
- Fosters teamwork and works cooperatively to set goals, resolve problems, and makes decisions that enhance organizational effectiveness.

Program Planning and Management

- Oversees the planning, implementation, and evaluation of the organization's programs and services.
- Ensures the programs and services offered contribute to the organization's mission and reflects the WMFRC's priorities.
- Monitors the day to day delivery of the WMFRC's programs and services to maintain or improve quality.
- Initiates, or assists in, the development of needed community programs and services.
- Ensures federal/provincial/local standards are met in the provision of services.
- Actively incorporates volunteers into each program area.

Board of Directors/Society Management

- Acts as an advisor to the Board of Directors on all aspects of the organization's activities, as requested. Implements decisions made by the Board of Directors.
- Identifies, assesses, and informs the Board of Directors of any internal and external issues that may affect the WMFRC.
- Develops and maintains a productive partnership with the Board of Director in order to further the WMFRC's goals.

- Works closely with Board members to ensure input received from the community is taken into consideration by service and program planners.
- Ensures the Society maintains its good standing with the completion of all Society reporting requirements.

Community and Stakeholder Relations

- Represents the WMFRC positively and professionally in the community.
- Develops and maintains sound working relationships with all stakeholders including the Department of National Defence, Military Family Services (MFS), the Canadian Armed Forces (CAF), community organizations, and government (municipal, provincial and federal) organizations.
- Coordinates, in conjunction with the Board of Directors:
 - 1) periodic assessments of community needs; and
 - 2) periodic assessments of existing community resources.
- Fosters and facilitates the development of self-directed work groups.
- Provides information about the Centre to individuals, groups and organizations within the area served.
- Liaises with individuals, groups and organizations of the CAF community on matters pertaining to military families.
- Maintains contact and fosters positive relationships with senior personnel at Base Wainwright.
- Acts as liaison with the Directorate of Military Family Support.

Desired Knowledge, Education and Experience

- Post-secondary education in a related field is required.
- 5+ years' progressive management experience in a voluntary sector organization.
- 5+ years of management experience with social programs such as childcare, youth and family programs, mental wellness, and emergency support.
- Experience managing budgets and overseeing finances.
- Experience working with children and families in an environment that focuses on empowering and encouraging strong, independent individuals and families.
- Experience managing family support programs and community engagement and development initiatives.
- Knowledge of human resources management best practices and proven experience building and developing an inclusive, dynamic, and effective team with a positive organizational culture.
- Proven experience building productive relationships and the ability to balance the interests of multiple stakeholders and build consensus in an environment with diverse viewpoints.
- Knowledge of and experience with project management best practices and leadership and management principles as they relate to non-profit/ voluntary organizations.

- Previous experience working with a Board of Directors and knowledge of governance practices and standards.
- Knowledge of the unique challenges of the military family lifestyle and proficiency in French are considered an asset.
- Knowledge of all federal and provincial legislation applicable to voluntary sector organizations including: employment standards, human rights, occupational health and safety, charities, taxation, CPP, EI, health coverage etc.
- Knowledge of current community challenges and opportunities relating to the mission of the organization.
- Excellent interpersonal, oral and written communication skills with the proven ability to deal effectively with community members, staff, media, community agencies, and other stakeholders.
- Excellent computer skills with advanced proficiency in Microsoft Office Suite.
- Valid Alberta Driver's license.

Competencies and Behaviours

- Believes in and practices the mission, vision, values and goals of the organization.
- Ability to work as a positive member of the program team, facilitating a team environment through personal behaviour, work contributions and openly sharing experience and knowledge.
- Committed to a high level of integrity in communication, transparency and sharing of information to build trust, to inspire and empower others.
- Inspires confidence with a proven track record of success, able to make decisive decisions quickly and diffuse tense situations.
- Participates in developing new ideas and methods for program enhancement, fostering collaborative productive discussions with employees to ensure viewpoints are shared, understood and incorporated.
- Demonstrates the ability to strategically adjust to ever-changing organizational needs and handle competing priorities efficiently.
- Maintains a constant awareness of the "client" and exhibits recognition and appreciation of their needs with the ability to achieve results with positive outcomes for the staff team.
- Ability to be energetic, resilient and maintain a sense of humour when personal resources are challenged; exhibits a supportive, respectful, positive approach in all interactions.
- Demonstrates a high degree of personal initiative, accountability and conflict resolutions skills.
- Superior planning, administrative, research and organizational skills.
- Exceptional communication skills; excellent public speaking skills.
- Demonstrates a commitment to continuous job-related personal and professional development.

Working Conditions

- The position is required to sit at a computer for long periods of time.
- Client need, and work volume, may require more than the scheduled hours of work to complete essential position duties.



- This position will require travel to locations across Canada.
- This position requires the ability to work flexible hours, including weekends and evenings to accommodate activities such as Board meetings and representing the organization at public events.
- Work may require dealing with emotionally volatile situations.
- The noise level in the work environment is moderate to moderately high.
- The position is located primarily indoors.
- There may be some stairs involved in the physical location of the position. Not all locations are wheelchair accessible.