

EXECUTIVE DIRECTOR

Employment Hamilton (EH) has been delivering employment and training services to clients and employers since 1972 when our parent organization, Citizen Action Group, opened their doors. Funded by Employment Ontario / Fedcap Canada, EH offers Employment Counselling, access to Better Jobs Ontario and a Resource Centre.

EH prides itself on providing superior service in a welcoming environment that promotes integrity and respect. We are looking for a dynamic and strategic Executive Director (ED) to lead our organization in the provision of effective Employment Services.

The Executive Director serves as the Chief Executive Officer of Youth Employment Centre-Bold Street O/A Employment Hamilton. On behalf of the Board of Directors, the Executive Director is responsible for the day-to-day administration of all departments of the organization in accordance with the policies and directions of the Board.

SUMMARY: The Executive Director reports to the Board of Directors and is chiefly responsible for the organization's consistent achievement of its mission and organizational objectives. The Executive Director's major mandate is to ensure that the organization has a long-range strategy which achieves its mission, and towards which it makes consistent and timely progress on its goals. Other key responsibilities include program development and administration, allowing for the optimal use of organizational finances, staff and resources. The Executive Director will also provide financial leadership by managing budgets and monitoring long-term strategic financial plans in coordination with the Manager of Finance.

The ED interacts directly with our funder, Fedcap Canada, developing and maintaining a strong and ongoing positive relationship, always seeking opportunities to improve client satisfaction and ensuring that all targets of our funding agreement are met.

Regular and ongoing communication / collaboration will ensure a quality relationship with our funder and other key community stakeholders that ensures provision of the best service.

Responsibilities include but are not limited to:

Administration of the daily operation of the organization within the Policies, Guidelines and Agreements established by the Board of Directors and / or Funders.

- Report to the Board of Directors as directed
 - Ensure the Board is aware of the ongoing requirements of the Agency, Staff and Clients
 - Advise Board of areas in need of Policy development
 - Implement decisions of the Board
 - Ensure the maintenance of accurate Board records
 - Serve as an Ex-officio member of the Board of Directors; prepare Board agendas, minutes, reports, etc., and participate in Board meetings for Citizen Action Group and Youth Employment Centre – Bold Street
 - Work with the Board of Directors in developing a vision and strategic plan to guide the organization
 - Execute duties as authorized by the Board
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Oversight includes

- Monitoring the impact of legislative changes on overall operations of the organization
- Ensuring that policies and procedures of the organization concur with appropriate legislation / guidelines / legal requirements, etc.
- Advising Board of Directors of changes in government policy
- Consulting with various representatives of Fedcap Canada

Finance

- Responsible for the development and administration of all budgets with the Manager of Finance as per requirements of the Board and Agreements with funders
- Ensure the appropriate use of other funds as approved by the Board
- Seek alternative sources of funding / programmes as directed / approved by the Board
- Approve expenditures within the authority delegated by the Board
- Administer the funds of the organization according to the approved budget and with the Manager of Finance meet monthly / quarterly to review the budget
- Set Finance policies and procedures to ensure adherence to all Board, organization and funding requirements

Community Liaison

- Represent, either personally or through a designate, the interests of the organization with other community groups / organizations to maintain a climate of cooperation, collaboration and cross referrals

Manage Day-to Day Functions of the Organization

- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization and operates on a continuous improvement model
- Identify and evaluate risks to the organization's objectives, property, finances, goodwill and image and implement measures to control risks
- Responsible for all property and equipment owned, leased or rented by the organization
- Formulate policy from Board decisions and disseminate information appropriately
- Ensure the preparation and revision of all policies and procedures
- Determine the staffing requirements for organizational management and service delivery
- Ensure the appropriate resources / activities for marketing the services in the community

Staff Supervision

- Supervise staff to ensure the highest quality of performance possible
- Implement and conduct a performance management process for all staff to ensure growth
- Assist, as necessary, supervisors with goal setting and performance appraisals of staff in order to motivate, promote, demote or under certain circumstances, dismiss a staff member
- Develop and maintain acceptable standards of professional practice
- Ensure procedures are followed and that all staff participate in professional development
- Ensure that regular team meetings are held so that service delivery is enhanced and issues are dealt with appropriately
- Ensure a trusting / supportive team atmosphere is maintained and enhanced
- Ensure hiring and dismissal practices are followed via policy, ensuring all legal requirements are met
- Ensure all new staff receive orientation and proper and ongoing training / support
- Ensure that staff resources are appropriately deployed as per the knowledge, training and experience of staff and budget restrictions
- Interview and hire staff ensuring appropriate hiring documents have been completed
- Monitor caseloads and staff time on a monthly basis including random file reviews
- Monitor attendance / time lost
- Ensure timely completion of all statistical reports
- Review all reports weekly / monthly with appropriate staff and appropriately address any concerns

- Ensure staff requests to attend workshops / training mesh with staff goals, are within budget and that service is not disrupted
- Delegate other tasks to staff members as appropriate

Monitor Caseloads

- Review trends and make the necessary adjustments
- Ensure that all services operate as per policy and procedures and funder expectations
- Ensure case review meetings with teams and / or individual staff occur
- Resolve client / community concerns with appropriate staff
- Function as a resource and consultant re: any direct service or case management concerns
- Ensure that case conferences and / or meetings are set as required to solve problems, concerns and issues, and that procedures are followed
- Act as Privacy Officer

Community Liaison

- Establish strong and positive working relationships with other agencies / programmes / individuals so that Employment Hamilton provides the best client service with a full range of community resources
- Facilitate strong working relationships with other community agencies that benefit both referrals from and referrals to these agencies
- Arrange for appropriate marketing activities including our website, social media, external advertising, etc.
- Maintain membership / participation in appropriate groups (meetings) including Skills Development Flagship, Employment Ontario service provider meetings both regionally and locally, First Work, HEARN, and any appropriate advisory committees. Attend appropriate conferences as organized by our funders and others including First Work Futures, Amplify and other annual conferences

Other

- Ensure the care and maintenance of both buildings and property owned by Citizen Action Group
- Vet and hire contractors to perform necessary maintenance and repairs
- Visually inspect all facets of the buildings and lots to ensure any issues are dealt with in a timely manner
- Ensure proper liability, cyber, property and any other necessary insurance coverage is in place
- Purchase any required equipment, supplies, furnishings, electronics etc., or services with the best interest of the organization both for cost and quality following procedures and limitations

Worksite

- Travel may be required occasionally
- Office casual attire
- Stairs with no elevator
- Manual dexterity required to use desktop computer and peripherals
- On-site during business hours at 67 Victoria Ave. S., Hamilton. Overtime is typically required

Requirements

Strong empathy for our clients / visitors. We serve a very diverse community including those experiencing homelessness, social assistance recipients, newcomers and persons with disabilities with various backgrounds, skill levels and barriers. An eagerness to find solutions for their needs is a must. We are a client-centred service and client satisfaction is key to who we are.

Preferred

- Degree in Business / Public Administration or Social Sciences
- Certificate in Management Studies, Non-Profit Management
- Five years leadership experience in a position of progressively increasing responsibility with Community Board involvement

Skills Required

- Excellent verbal and written communication skills
- Outstanding motivational leadership capabilities
- Excellent financial acumen and administration skills
- Superior analysing, forecasting and problem-solving skills
- Demonstrated ability to manage professional relationships across a variety of stakeholder groups
- Ability to think strategically to build / develop and implement operating plans
- Effective leadership skills, with a strong focus on mentoring and motivation
- Ability to identify key issues and creatively and strategically overcome internal and external challenges
- Knowledge of all federal and provincial legislation and regulations applicable to the organization
- Strong knowledge of fiscal management and responsibility, business finance, funding contracts and partnerships
- Sound understanding of risk management
- Knowledge of personnel policies, practices and procedures
- High level of integrity, confidentiality and accountability
- Sound analytical thinking, planning, prioritization and execution skills
- Solid conflict resolution and people management skills
- Solid understanding of the goals of the organization with a strong desire to overcome obstacles to achieve success

To Apply

- Email letter and resume in **ONE PDF attachment** to EHHR@EmploymentHamilton.com
- EH is a non-profit organization. Salary range is \$80,000-\$90,000. We offer a comprehensive, employer paid benefits package after 4 months. Usual weekly hours Monday – Friday.

No telephone enquiries please

To be considered for employment, a satisfactory Criminal Record check is required. Accessibility accommodations are available for the recruitment process upon request. If contacted, please advise us if you require any accommodation. Employment Hamilton is an equal opportunity employer. We thank all applicants but only those considered will be contacted.