



*Participants from the Collingwood Neighbourhood House Indigenous Youth C.R.E.W. Program*

# Opportunity Profile Executive Director





## About Collingwood Neighbourhood House

Collingwood Neighbourhood House (CNH) is a non-profit social services agency that has been actively serving on the traditional, ancestral, and unceded territories of the X̱məθkwəy̱əm (Musqueam), Sḵwx̱wú7mesh (Squamish) and sə́ilwətaʔɬ (Tsleil-Waututh) peoples since 1985. The mission of CNH is to promote the well-being of the Renfrew-Collingwood community by providing leadership and working collaboratively with individuals, families, agencies, and other groups to develop and support inclusive, innovative, sustainable programs, initiatives, and services that respond to the community's social, educational, economic, health, cultural, and recreational needs. A leader in the Renfrew-Collingwood area, CNH is a hub for community members to connect and engage with one another in a variety of ways.

CNH is a complex, growing organization with multiple locations within the Vancouver neighbourhood of Renfrew-Collingwood. As the largest neighbourhood house in British Columbia, CNH seeks to improve the quality of life of children, youth, adults, seniors, and families in the areas of recreation, settlement, homeless outreach, seniors, food justice, childcare, arts and culture, celebrations, systems change, community development, literacy, family development, and Indigenous youth and families. In 2020, CNH became the first neighbourhood house in Canada to open a community health centre—RISE Community Health Centre provides primary care, health promotion, and harm reduction. Activities at CNH are targeted primarily to low and middle-income families, and CNH's services are delivered in a variety of languages with emphasis on building social connections, capacity, cross-cultural sharing, and life-long learning.

To learn more, please visit [CNH's website](#).



## The Opportunity: Executive Director

For the past 13 years, CNH has benefited from consistent leadership under its retiring Executive Director. Throughout her successful tenure, the organization has expanded programs and services across 11 sites, employing 250 staff and contractors, and working with more than 200 volunteers. Additionally, CNH opened a new \$5M community space in the fall of 2018, increased the annual budget from \$4M to \$12M, and established the RISE Community Health Centre in 2020. As the incumbent will be retiring this year, CNH is now recruiting a new Executive Director to guide and lead the organization through its next key chapters.

The Executive Director reports to an engaged and functional Board of Directors; a diverse blend of professionals and youth with varying tenures and rich experiences. Committed to service excellence, they foster a culture of inclusion and collaboration, ensuring an environment for confident leadership and innovation. The Executive Director is supported by 6 Directors on staff and an experienced management team of more than 30 individuals.

The new ED will inherit the following strategic priorities:

- Invest in CNH's organizational foundation to support sustainability and growth.
- Connect with and be accessible, equitable, and inclusive for people in the community.
- Build community capacity to advocate for the future of the people in Renfrew-Collingwood.



## Key Responsibilities

*Key responsibilities include but are not limited to:*

### **Strategic Leadership**

- Clearly articulating and modeling CNH's mission, vision, and values to the staff, Board, participants, neighbourhood, and partners.
- Collaborating with the Board, staff, participants, volunteers, local residents, and partners to create, operationalize, and monitor outcomes of the strategic plan for CNH.
- Identifying and acting upon opportunities for innovation, growth, and improvement that are aligned with organizational priorities, while addressing changing community and program needs.
- Sharing and further developing leadership with the Directors Team to assist the Board, members, community, and staff in the development of CNH's directions, visions, and values, and supporting the balance between programming, services, and community development work.

### **Operational Leadership**

- Navigating growth complexities with strategic vision and overcoming challenges in operational practices, technology, and resources; promoting capacity building and supporting staff to thrive amidst ongoing growth.
- Providing inspirational leadership and direction; empowering managers and directors to ensure the continued development, recognition, and appreciation of CNH staff across the organization.



- Facilitating social connection, cross-departmental collaboration, and strong internal communications throughout the organization and neighbourhood.
- Leading staff in maintaining a climate of excellence, accountability, and respect; creating and promoting an anti-racist, anti-oppressive, decolonizing, and diverse work environment that supports consistency throughout the organization's strategic and operational practices.
- Ensuring CNH maintains and grows a strong volunteer base to support the achievement of CNH's strategic priorities.

## **Finance**

- Working with staff, the Board Finance Committee, and the Board to prepare the annual budget and monitor its progress; ensuring CNH maintains sound financial practices and compliance.
- Providing funding support to Directors (6) and understanding and addressing their departments' unique financial needs; addressing funding vulnerabilities and encouraging sustained support through continued advocacy and strategic focus.
- Identifying new funding opportunities through the optimization of innovative models, grants, contracts, and partnerships with a large and diverse base of funding partners; educating funders about ongoing financial needs and evaluating new funding opportunities for compatibility.
- Ensuring internal and external risks are carefully monitored and evaluated and that effective risk mitigation strategies are identified to address these risks.
- Leading in a unionized environment and working with the Board Bargaining Committee around the establishment of each new Collective Agreement.

## **Human Resources**

- Making equity work a crucial priority, addressing disparities in staff, and understanding and emphasizing anti-oppressive practices and policies.
- Recruiting, developing, and retaining a capable Directors Team and managing its performance effectively through clear job descriptions, performance reviews, training, and regular meetings.
- Ensuring CNH has a Human Resources approach that emphasizes employee engagement and excellence in HR administration/processes that support employees'



wellness, their sense of belonging, and the development of positive relationships between colleagues and staff teams.

- Fostering a culture of open communication and proactively addressing any conflict resolution, staff resilience, and accountability concerns; recommending and implementing policy requirements as needed.

### **Community Leadership**

- Connecting with the neighbourhood and publicly representing CNH by building on strong existing relationships and maintaining a positive external image; fostering community engagement and adapting to diverse participant needs.
- Identifying, developing, and maintaining excellent working relationships with key partners, such as elected officials, government staff, foundations, local businesses and business associations, non-profits, Indigenous community members, funders, other potential partners, and other members of the community.
- Encouraging collaboration between Directors and staff to identify local residents or groups to support; empowering them to enhance their leadership capabilities and make meaningful contributions to the neighbourhood.
- Fostering opportunities for local residents to participate in shaping CNH's programs, services, and initiatives.

### **Board Support and Governance**

- Collaborating with the Board to define organizational strategies aligned with CNH's mission, vision, and values; monitoring and reporting progress towards strategic plan goals to the Board.
- Reporting to and collaborating with the Board and relevant committees on programming, service delivery, and financial matters, ensuring comprehensive and timely information for key discussions and decision-making; implementing decisions made at this level.
- Working with the Board to provide ongoing recruitment, orientation, and development of members of the Board of Directors and the Board's subcommittees.
- Ensuring that governance, policy, and strategy are designed and implemented through an anti-oppressive framework.



## Preferred Qualities & Experience

CNH welcomes experienced professionals to apply for the role, but will prioritize candidates who demonstrate most of the following qualifications:

- Experience in non-profit administration, preferably in a comparably complex organization in the sector of non-profit social services: volunteer-based community development, community resources, networks, and institutions. Applicants from government or private sector with community engagement, health care, seniors care, housing, immigration, and settlement services, or other transferrable backgrounds, are also encouraged to apply;
- A level of education, training, and experience equivalent to a Master's degree in a related field or discipline supplemented by a minimum of 10 years of progressively more senior experience with a minimum of 5 years at a leadership level;
- Demonstrated ability to apply critical thinking and creative approaches fostering innovation and effective problem-solving within the team and showcasing strong collaborative leadership;
- An approachable, relationship-oriented, and effective communicator with proven ability to develop strong relationships with various stakeholders, including but not limited to politicians, funding partners, and community members;
- A clear passion for community development and knowledge of related principles; an understanding of Renfrew-Collingwood community values;



- Demonstrated experience developing and executing long-term strategic plans and business cases, while providing avenues for collaboration and collective decision-making;
- Familiarity with diverse funding models and operational contracts as well as budget management expertise (\$15M annually);
- Ability to lead diverse teams with a focus on equity, diversity, and inclusion; knowledge in and experience with applying justice, anti-racism, and anti-oppression practices;
- A solid track record of reporting to and working effectively with governance Boards or Committees;
- Experience in a unionized workplace managing growth, change, and conflict; union negotiation expertise is an asset;
- COVID vaccination required.





## Compensation & Search Process

This Executive Director position is a senior strategic leadership role with demonstrable potential to create impact and directly contribute to initiatives that address critical community needs and enhance the lives of individuals and families.

CNH will offer a salary budgeted between **\$148,000 to \$156,000**, depending on experience, in addition to extended benefits, vacation, and a pension plan. Enjoy the flexibility to choose your full-time schedule, ranging from 35 to 40 hours per week. The office is situated in an incredibly convenient location, steps from the Joyce-Collingwood SkyTrain station with an array of amenities and a diverse range of restaurants. CNH perks include on-site parking, access to a variety of recreational services, and a weekly community lunch.

The search process may include conventional longlist, shortlist, and committee interview stages. We will request that finalists offer comprehensive recent references and to complete a background check.

We expect to process our first review of applications by **March 22, 2024**.



Candidates with relevant lived experience or who are representative of a historically marginalized group are encouraged to apply and self-identify in their cover letter. Please consider your lived experience as an asset in your application. We encourage candidates who require any accommodations to contact us directly with related questions, which can be addressed in confidence as appropriate.

CNH is committed to anti-racism, and will be conducting the search in a manner consistent with the values of justice, equity, diversity, and inclusion. They are committed to building a workplace that embraces diversity and values the unique perspectives and experiences of individuals from various backgrounds, including but not limited to: people of color, individuals of Indigenous descent, those with lived immigrant experience, members of the LGBTQ2SIA+ community, individuals with disabilities, and those from other historically marginalized groups.

To apply, please forward your resume and cover letter to **[info@mosaicsearch.ca](mailto:info@mosaicsearch.ca)**

You are also welcome to email

**Dave Namkung** ([dave@mosaicsearch.ca](mailto:dave@mosaicsearch.ca)) or

**Alana Briggs** ([alana@mosaicsearch.ca](mailto:alana@mosaicsearch.ca)) with any related questions.