



# Chief Administrator Officer

## Job Description

Location: Central Office

Scheduled Hours: 8:00am-4:00pm (on call)

Days Worked: Monday to Friday (on call)

Reports to Board of Directors

### KEY ROLES & RESPONSIBILITIES

#### + Leadership

- Provide leadership in developing program, organizational, and financial plans with the Board of Directors and staff and carry out plans and policies authorized by the Board.
- Effectively communicate the organization's mission, vision, and strategic direction to staff and stakeholders.
- Encourage team building by facilitating open communication and positive working relationships with staff.
- Establish performance targets for the organization and ensure adherence to policies and standards.

#### + Strategic Planning / Management

- Develop an operational plan which incorporates the strategic direction of the organization.
- Maintain official records and documents, and ensure compliance with municipal, provincial, and federal regulations.
- Ensure that financial, administrative, communications, and human resource management policies are established in accordance with legislation and provincial government.
- Communicate with key stakeholders to identify the changing needs and conditions of the community that is served by the organization.

#### + Program Management

- Provide leadership for all aspects of service delivery and management, including program management and goals, service delivery integration, and resource allocations for all managers and departments.
- Promote the activities of the organization, its programs, and its goals.
- Identify and evaluate the risks to the organization's people (residents, staff, management, volunteers), property, finances, goodwill, and image, and implement measures to control risks.
- Approve expenditures within the authority delegated by the Board.
- Ensure all service standards and procedures are established and maintained within the framework of federal and provincial legislation and in accordance with negotiated agreements.

## **+ Customer Focus**

- Promote customer service within the organization. Review and address client service issues.
- Plan, develop, implement, and evaluate services and support operations in accordance with evidence-based practices.

## **+ Human Resources Management**

- Responsible for approximately 93 full or part-time staff (18 staff direct reports).
- Establish best practices in human resource management to ensure legal, legislative, and labour relations requirements are met, ensuring that the values of the organization are the cornerstone of people management practices within the organization.
- Promote the development of effective recruiting, training, retention, performance management, and management development programs for all employees.
- Determine staffing requirements (paid staff and volunteers) for organizational management and program delivery.
- Monitor departmental performance against operational goals to ensure performance management is met.
- Develop and implement strategies to attract, develop, and retain workforce.

## **+ Financial Management**

- Define appropriate long-term financial objectives and set annual goals consistent with the business strategy.
- Establish, monitor, and maintain an appropriate management system to provide effective control of operations.
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow.
- Work with the staff and the Board in preparing an annual budget.
- Ensure that the organization operates within budget guidelines.
- Complete all board and provincial financial reporting and yearly audit requirements.

## **+ Property Management**

- Ensure all units are being maintained according to housing, health, and safety standards.
- Ensure annual inspections are conducted and preventative and corrective practices are followed.
- Determine annual maintenance requirements and associated costs.
- Develop and maintain an Asset Management Plan for the organization.
- Monitor and support new construction projects.

## **+ Governance / Board Relations**

- Develop and review the vision and strategic plan annually with the Board of Directors.
- Develop and review policies and operating plans for Board approval.
- Identify issues and provide full and comprehensive information, analysis and advice to the Board.
- Provide support to the Board in monitoring and evaluating external service providers.
- Keep the Board fully informed on the condition of the organization and all-important factors influencing it.

## + Stakeholder Relationships

- Build trustworthy and respectful relationships with the Board, staff, residents, funders, community and provincial stakeholders, and other organizations to help achieve the goals of the organization.
- Develop stature in the community; build and maintain effective and supportive relationships with internal and external stakeholders, ensuring Heart River Housing is a progressive and constructive voice in the non-market housing sector.
- Maintain effective alliances with community stakeholders and sector peers from the perspective of effective public relations.
- Keeping abreast of competitive factors as well as emerging trends that may influence client services and the business plan.

## + Advocacy

- Represent Heart River Housing in meetings with stakeholders and funders, promoting community awareness of the organization's mission and objectives.
- Actively represent Heart River Housing in related organizations.
- Effectively engage in dialogue with stakeholder groups to understand their issues/concerns, ensuring that systems are in place to maintain effective relations with individuals and groups served by Heart River Housing.
- Facilitate a communication plan that informs the community, and member municipalities of the activities and direction of the organization.
- Research funding sources, oversee the development of fundraising plans, and write funding proposals to increase the funds of the organization.

## QUALIFICATIONS & EDUCATION REQUIREMENTS

- A university degree in management or leadership with a focus on social work or human services would be considered an asset. Candidates possessing a combination of relevant senior management and business development experience along with additional credentials and/or designations may be considered. Evidence of continuing professional development is required.
- Ability to manage diverse human, financial, and physical resources within a complex environment.
- Demonstrated experience working with a board of directors is also considered a strong asset.
- Knowledge of federal and provincial legislation applicable to voluntary sector organizations including: Employment standards, human rights, occupational health and safety, Residential Tenancies Act, charities, worker's compensation, protection for persons in care, taxation, CPP, EI, health coverage, etc.
- Strong knowledge of fiscal management and responsibility, business finance, capital funding, contracts, and partnerships.
- Experience creating and managing budgets for a large, distributed organization.
- Valid driver's license and a vehicle with appropriate and adequate insurance and minimum 2 million liability coverage. Substantial travel is expected.
- It is preferred that the successful candidate resides within 50km of Head Office.
- Criminal and venerable record check is required.

# KNOWLEDGE, SKILLS & ATTRIBUTES

**Visionary Leadership:** Is able to formulate and articulate a detailed vision that is supported by the Board and can effectively communicate the vision and expectations to all levels within the organization as well as internal and external stakeholders. Sees and acts on immediate issues without losing sight of the long-term goals and objectives. An innovative and strategic thinker and planner who translates goals into an action plan. Able to identify requirements of the future as they relate to the Seniors' Housing sectors. A coach and team builder; identifies and mentors future leaders. Models and fosters a proactive and results-oriented operating style and a strong client service focus. Maintains a steadfast culture in the organization.

**Change Management:** Energetic and adaptable to new and changing situations; able to alter course/direction when necessary; enjoys and embraces new challenges. Able to lead through change. Such other duties as the Board, from time to time, may require.

**Social Entrepreneurship:** A mission-driven individual who uses a set of entrepreneurial behaviours to obtain a significant social return on investment. Combines visionary and real-world problem-solving creativity to create and sustain a high social value. Recognizes and relentlessly pursues new opportunities to serve the mission of the organization. Engages in a process of continuous innovation, adaptation and learning. Has a strong ethical fiber. Takes reasonable risks on behalf of the people the organization serves. Organizes, creates, and manages a venture to improve social outcomes and enhance social wealth.

**Stakeholder Relations:** Is able to deal effectively with a diverse group of individuals including senior executives, the Board of Directors, government and community executives, staff (management, and front line), business partners, and patrons. Possesses the ability to develop and cultivate strong relationships with a variety of stakeholders.

**Business and Political Acumen:** Possesses a keen business sense for financial, operational, and personnel matters. Understands the role government plays in housing and is astute in the means that secure the ends.

**Communication Skills:** Possesses excellent verbal and written communication skills, as well as active listening skills; has a professional approach and demeanor; maintains an individual's dignity and self-worth during conversations; demonstrates the ability to deal effectively with conflict diplomatically and professionally. A strategic communicator who is able to modify the approach depending on the audience.

**Organizational Skills:** Excellent organizational skills to work on numerous projects and coordinate multiple activities. Meets deadlines and is able to prioritize a diverse workload. Has well-developed project management skills - has the ability to plan, manage, facilitate, and participate in several projects at once. Is proactive and responsive; approaches responsibilities with a high degree of energy and passion.

**Decision-Making:** Is able to assess situations objectively and make sound decisions; is adept at problem-solving; is decisive and accountable. Recognizes priorities and changing approaches. Shows common sense and intuitive judgment abilities. Able to make effective operational decisions.

**Professional:** Has a high degree of integrity both personal and professional; is honest, sincere, dependable, and trustworthy. Flexible; able to deal with stress effectively.

**Resourceful:** Sources out possibilities; develops new ideas and moves them forward. Utilizes all of the resources available and involves other members of the team as necessary in order to get the job done. Creative and takes advantage of opportunities, while recognizing the necessity of working within limited resources.

**Risk Manager:** A calculated risk-taker. Demonstrated ability to identify, monitor, and manage key risks in an organization, including significant organizational, business process, and systems changes that must be carefully monitored and managed.

**Teamwork:** Promotes and enables cooperation across the organization; positively affects morale; facilitates/builds understanding, acceptance, and support for organizational operations and initiatives; delegates efficiently; understands and appreciates the effectiveness of working synergistically with others at all levels within the organization and creates a "team" culture; promotes cohesion and teamwork in seeking solutions and moving forward; has a willingness to listen and learn from others.

**Talent Management:** Demonstrated and proven ability to create and model a culture that respects and values individuals as contributors to both the organization and the community. A record of relentless focus on developing the people of the organization to develop their talents to help their employer flourish, attracting, growing, and retaining an effective workforce.

## **COMPENSATION**

A competitive compensation package will be provided including an attractive base salary and excellent benefits. This is a salary position.

**This job description defines the principal CHIEF ADMINISTRATIVE OFFICER functions, which may vary from time to time.**

**ACKNOWLEDGEMENT:**

I acknowledge that I have reviewed the Job Description for the position of **Chief Administrative Officer**, that I understand it, and agree to abide by it.

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Board Chair \_\_\_\_\_ Employee \_\_\_\_\_

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Date \_\_\_\_\_

Further details will be discussed in a personal interview.

**FOR INFORMATION, PLEASE CONTACT:**

**Myrna Lanctot, Heart River Housing Board Chair at [mylanctot@gmail.com](mailto:mylanctot@gmail.com).**