



June 26, 2024  
**EXECUTIVE DIRECTOR/CHIEF EXECUTIVE OFFICER**  
**(Full Time - 35 Hours/Week)**  
*Internal/External Job Posting*

Due to the upcoming retirement of our current Executive Director/Chief Executive Officer (ED/CEO), the John Howard Society of Waterloo-Wellington (JHSWW) is looking for a new ED/CEO to lead our Management Team. We offer an excellent work environment and competitive company benefits. As a community-based charitable organization focused on crime prevention, we offer: life skills coaching/programming; school-connected programs, diversion and other programs and services fostering accountability and learning about healthy relationships, repairing harm and making amends; and employment programs. We understand myriad factors contribute to crime including social and community factors. We work closely with stakeholders including other community agencies, schools, probation, police, courts, employers, and others. JHSWW is accredited by Imagine Canada. We have three priority focus areas in our current strategic plan:

- ❖ RESILIENCY
- ❖ COLLABORATION
- ❖ INCLUSION

For more information about the John Howard Society of Waterloo-Wellington visit <http://jhsww.ca>.

### **About the Role**

Reporting to the Board of Directors (BOD), the ED/CEO is responsible for the day-to-day operations of JHSWW and providing successful leadership and management of the organization in line with the vision, mission and values of the agency, and strategic priorities established and approved by the BOD.

The ED/CEO must understand the operating context and stakeholder expectations and respond to the emergent needs of our diverse stakeholders, clients and funding context. The ED/CEO must personify a dedication to our mission, vision and values and strategic priorities and have a demonstrated capacity to collaborate and communicate well with our diverse constituents including but not limited to our personnel, other social service organizations, government, and justice system partners.

### **Key Responsibilities**

#### *Strategic & Operational Planning & Oversight*

- Support the development of a strategic plan & report on accomplishments
- Ensure all aspects of operations meet BOD and funder expectations, organizational policies, & legislative requirements
- Ensure the delivery of programs and services to the community that reflect the mission and priorities of the BOD as well as best practices
- Establish an organizational culture that is safe and ethical and attracts, retains and motivates a diverse employee group to contribute to the successful design, delivery and monitoring of programs and services
- Communicate with the public, media, community stakeholders and partners, clients and organizational networks to ensure they are informed of the community benefit work of JHSWW and collaborate when it is in the best interests of our clients

- Design, implement and monitor risk prevention and mitigation best practices in all aspects of operations

#### *Financial Management & Asset Protection*

- Ensure sound and ethical financial management practices and reporting mechanisms are maintained in accordance with the agency's operating budget as approved by the BOD and in keeping with contractual and donor obligations regard fund allocation
- Ensure strong segregation of duty principles permeate financial and accounting set up to promote accurate and timely financial reporting
- Ensure financial accountability and transparency, and viability and growth through effective financial systems and controls
- Oversee the development of the annual budget and budgets for new programs and services
- Effectively manage and protect JHSWW's assets and finances

#### *Human Resources Planning & Management*

- Meet or exceed requirements for a positive, healthy, inclusive, diverse and safe work environment in accordance with agency policies and procedures, best practices, contractual requirements and legislation
- Ensure appropriate staffing and contingency and cross-coverage plans across all functional areas, and programs & services
- Manage direct reports; set performance targets and measures; monitor, evaluate, coach & support management team members; and take corrective action when necessary
- Ensure employees have access to learning and development opportunities and training within the context of the agency being a learning organization
- Facilitate the resolution of workplace conflicts and oversee employee disciplinary matters
- Maintain a good working relationship with the Union and implement the Collective Agreement
- Maintain knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management & employment law

#### *Program & Service Development & Management*

- Prepare program proposals including evaluation plans that meet funder expectations (government, United Way, donors, etc.) and align with best practices
- Source new funding as needed to support programs and services
- Prepare program and service reports for the BOD and other stakeholders as required

#### *Community Relations & Stakeholder Engagement*

- Work collaboratively with justice system partners, social service organizations, and other appropriate partners to understand and build on opportunities within the region that support optimal client-centered programming and supports for individuals with complex support needs
- Represent JHSWW in the community, at public functions, conferences, boards, and committees as required
- Promote excellent government relations and keep informed of funding shifts and opportunities
- Engage with local community groups, government officials and media as appropriate

## What You Offer

- Minimum Master's degree in social work, social sciences or health sciences or a related field of study with a minimum of five years of senior management and leadership experience in the non-profit or public sector combined with a minimum of five years of management experience in a unionized environment. Registration with a regulatory body (e.g., College of Social Workers) is strongly preferred.
- Experience working with a Board of Directors (BOD) with a demonstrated understanding of non-profit governance and the obligations associated with maintaining registered charitable status and reporting requirements
- Proven leadership, administration, and management skills including the ability to generate respect and inspire confidence from the BOD, staff, government, and other key stakeholders
- Comprehensive experience with budget development, forecasting, monitoring and reporting, including the ability to analyze and present financial information
- Extensive experience with social service and community justice programs including a track record of successful program proposal development, implementation, monitoring & evaluation
- Demonstrated ability to deal with complex issues including the complexity of contractual and reporting requirements for multiple funders and a track record of developing successful funding proposals
- A demonstrated understanding of and skills in human resource management and labour relations
- Superior conflict resolution, mediation and remediation skills
- Excellent project management, report writing, presentation and analytical and organizational skills including time management and planning
- Experience with government and media relations
- Attention to detail with the ability to manage multiple priorities in a fast paced and deadline driven environment
- Excellent supervisory, interpersonal and coaching skills including a high level of customer service and confidentiality
- Excellent oral and written communication skills
- Current clearance from a criminal records check. Must be able to meet criminal and other offence/conviction screening criteria necessary for the Agency to maintain its contracts, insurance requirements and charitable status.
- Superior proactive problem-solving, negotiation and facilitation skills
- A risk management orientation including a demonstrated capacity to implement risk management, mitigation and remediation strategies
- Ability to maintain confidentiality, deal with sensitive matters, exercise good judgement, prioritize tasks and delegate appropriately
- Advanced proficiency in Microsoft Office ® including Outlook, Power Point, Excel, Access and Publisher, and experience with accounting software & client file management software
- Access to a vehicle, and ability to work flexible hours (evenings/weekends) as required & to travel throughout Waterloo Region and Guelph/Wellington County
- Fluency in French would be considered an asset

## What We Offer

- Comprehensive and competitive compensation package including 4 weeks' vacation to start
- Health & dental benefits
- A defined contribution pension plan (upon completion of required waiting period)
- A team of experienced, passionate and loyal managers and senior coordinators
- A motivated and supportive Board of Directors
- Flexible work arrangements
- The opportunity to make a positive impact in the lives of those who are vulnerable with complex support needs

**Interested candidates should submit a cover letter and résumé to the Board of Directors ED/CEO Selection Committee via email to [ceosearch@jhsw.ca](mailto:ceosearch@jhsw.ca).** Please include the job title in the subject line of the email.

*The John Howard Society of Waterloo-Wellington is dedicated to providing a welcoming space for all clients, staff, volunteers, placement students, and guests. We welcome applications from people of all races, ethnicities, religions, cultures, sexual orientations, gender identities and different abilities. Should you require an accommodation or any aids during the application or interviewing process, please do not hesitate to contact the email mentioned above, to give us the opportunity to make suitable arrangements. Any personal information submitted to the John Howard Society of Waterloo-Wellington will be retained for the purpose of the recruitment process only. While we thank all applicants, only those invited for an interview will be contacted. Candidates considered for an interview will be asked to provide proof of credentials (degrees, diplomas, designations, etc.). Candidates are encouraged to compile this information to have it ready if requested.*

