



Job Description: Chief Executive Officer

Reporting Relationship:

Direct reporting and accountability to the Contact Brant Board of Directors.

Summary of Role:

The Chief Executive Officer will oversee daily operations ensuring the successful operation of the organization's mandates; report to the Board of Directors; manage the organization's mission and strategic priorities; direct and oversee services and human resources; ensure financial responsibility and accountability; and build and maintain positive internal and external relationships with stakeholders. The Chief Executive Officer will lead continued organizational development, implementation, administration, and management of the mandate as given by the province.

The Contact Brant Board of Directors has established policies under a Policy Governance framework to govern the Corporation, including executive boundaries that the Chief Executive Officer will adhere to, report on and be evaluated against on a regular basis.

Hours of Work:

The Chief Executive Officer manages a 37.5-hour workweek, with flexible scheduling expected to meet the needs of the organization.

Qualifications:

1. Bachelor's or Master's in social sciences or business administration.
2. 10 years of progressive leadership experience.
3. Capable in Strategic Planning leadership and Board/Management relationships.
4. Proven skills in critical thinking, organizational and system planning, service implementation and program evaluation.
5. Demonstrated capability to effectively manage human resources and meet legislative requirements.
6. Proven abilities and accountability in financial and statistical management and reporting.
7. Sound knowledge of the child/youth interdisciplinary system and the importance of an integrated and collaborative service approach; skilled in facilitating consensus.

Competencies

In all activities, the following competencies will be displayed:

1. *Supporting Governance* – Comprehensive understanding and experience in Board/Management relations, managing human resources and financial systems (including budgeting), strategic planning development, upholding an organization's mission, meeting service and organizational objectives, planning and implementation of risk management, marketing and social media, and managing technology.
2. *Transparency and Communication* – Strong written, oral, listening and non-verbal communication skills; engage in positive, productive, and proactive conversations; emotional intelligence (awareness, control, and expression of one's emotions while

handling interpersonal relationships judiciously and empathetically); digital literacy.

3. *Interpersonal Collaboration* - Strong interpersonal skills in the areas of facilitation and collaboration that support the development and maintenance of positive internal and external relationships such as the Board of Directors, funders, employees, community stakeholders; managing staff and cultivating teamwork; mentorship; co-leadership with the Board of Directors.
4. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; take responsibility; be open to and encourage new ideas; respond to time-sensitive information; be responsive to the needs of the people served.
5. *Strategic Thinking* – Strategic thinking and action for the organization and for the community system; critical thinking and analysis of each situation; establish efficient practices; align the tasks with set goals in order to achieve the required timely result; lead the organization's development and future.
6. *Facilitative Decision-Making and Problem Solving* – Ability to make rational and unbiased decisions that consider internal and external factors; find, perceive and analyze information; ask questions, probe for answers, conduct thorough research; work to build consensus while recognizing the right problems to work on; active problem solving and decisiveness; conflict management.
7. *Clinical Judgement* - Maintain sound understanding of child, youth and family issues and needs to inform and support development of strong services as well as agency and system planning; demonstrate respect and promote family-centered practice; be responsive to the needs of clients.
8. *Role Modeling* - Lead by example; champion the principles and practices of inclusion and equity; exemplify honesty and integrity; strong ethical code including adhering to policies and legislation; share expertise and act as a resource to others; professionalism and work ethic; exhibit strong organizational skills as well as the highest professional and confidentiality standards.
9. *Implementation* – Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; use and report data; give others the tools and motivation to perform well in their jobs; digital literacy; introduce new and efficient practices and methods to optimize the work process; provide insight and guidance where necessary; build employee loyalty and motivation; develop trust - build a safe environment where stakeholders understand that they will be treated fairly; nurture future leaders; flexibility and a sense of humour.
10. *Continuously Learning* - Be an active learner; responsible for own professional development and acquisition of skills, applying newly acquired knowledge to your work.

Conditions of Employment:

1. Valid Ontario driver's license and current clear driver abstract with a reliable automobile and sufficient insurance for use on company business;
2. Acceptable police Vulnerable Person Record check; maintaining no criminal convictions for which a pardon has not been granted;
3. Proof of full COVID-19 vaccination, or medical exemption with compliance to requirements for regular antigen testing.

Responsibilities:

1. Reporting and accountability to the Board

- Support effective Board-management relations.
- Regular and transparent communication and counsel to the Board
- Keep the Board abreast of issues that could impact Contact Brant both operationally or strategically
- Develop required reports to the Board of Directors and funders

2. Strategic leadership and planning

- Provide leadership, direction and daily management to Contact Brant framing all key decisions and strategic directions within the mission and values of the organization
- Ensure appropriate systems and structures are in place for the effective management and control of the Corporation and its resources
- Establish goals and objectives for the organization in an annual work plan together with evaluative measures and reporting schedules within a fiscally responsible framework
- Monitor policy and administrative requirements regularly to ensure that Contact Brant and the services it provides are relevant to the Brant community
- Facilitate planning and decision-making related to client and systems' services and address operational issues related to client service delivery.
- Support quality assurance by establishing frameworks for client feedback as well as implementing evaluation strategies to assess the service impact.

3. Financial management and accountability

- Demonstrate sound accounting and fiscal management practices in determining and managing the annual budget.

4. Human Resource management and accountability

- Address all aspects of Human Resource management to ensure that requisite policies, protocols, and practices are current and enacted.
- Create the organizational structure to ensure the accountability of all Contact Brant employees for fulfilling the mission, objectives and strategic directions.
- Promote effective teamwork and communication through appropriate structures that reflect the values of the organization.
- Supervise staff through consultation, mentorship, formal and informal supervision meetings, and performance reviews.

5. Leadership and accountability regarding Policies

- Draft policies and revisions based on legislative requirements and best practices for Board approval.
- Implement policies; provide leadership to support employees understanding of policies.

6. Privacy Officer

- Fully understand privacy legislation and act as the organization's Privacy Officer
- Ensure employees are knowledgeable and fulfill the expectations of a health information custodian.

7. Communications and Relationships

- Foster open and attentive communication with clients, service providers, staff, Board members, the Ministry, and the media

- Influence positive relationships and collaboration with community service providers, government agencies, and the broader community
- Seek and accept community input to resolve issues, effect change, and shape service responses
- Increase the public's awareness, understanding and enthusiasm about Contact Brant
- Work with community partners to develop interagency processes that support transparent, seamless, effective and efficient delivery of client services.

This job description may evolve with the changing operational requirements of Contact Brant. With this in mind, the position is not limited to the duties outlined above.

Chief Executive Officer

Date

Chair of the Contact Brant Board of Directors