



Support, every step of the way

JOB DESCRIPTION

TITLE: Assistant Executive Director

STATUS: Full-time; permanent; non-Union

LOCATION: 52 Catharine Street

RESPONSIBLE TO: Executive Director

Purpose:

Accountable to the Executive Director, the Assistant Executive Director (AED) is responsible for overseeing day-to-day operations of Wesley Urban Ministries (WUM). Key aspects of this diverse portfolio include: support to strategic planning activities, including ongoing quality improvement; leadership in operational planning, priority setting and program evaluation, research and development, special projects, employee and labour relations, program supervision and oversight and monitoring operating and capital budgets.

A. Service Responsibilities

1. Responsible for overseeing day-to-day operations of WUM ensuring all legislative requirements are met and contractual obligations with government grants are fulfilled, policies and procedures are consistently applied in all departments, and a high level of service standards are maintained in all programs.
2. Provides leadership in needs assessment and operational planning, priority setting and evaluation in the context of WUM's strategic plan, ensuring broad-based participation from staff, volunteers, community residents and program users. Fosters a collaborative approach to program delivery both internally and with community stakeholders.
3. Recruits, develops and provides direction and support to Program Directors reporting to the AED, ensuring performance goals are established and evaluated on an ongoing basis, and assists in planning professional development activities for the management team.

4. Promotes positive labour relations in concert with the Director Human Resources, including development and adherence to WUM's Human Resource policies and procedures.
5. Responsible for funder relations including annual submissions. Research and development of initiatives and special projects that are in keeping with the mission, vision and strategic directions of WUM.
6. Oversees the preparation and effective monitoring of departmental operating and capital budgets ensuring efficiencies are identified and acted on.
7. In concert with Leadership Team oversees the development of management information systems, including Information Technology systems for the agency.
8. Provides staff leadership to Quality Council and leads or supports other internal/external committees as assigned.
9. Responsible for managing the Executive Director's assignments in his/her absence, including acting as spokesperson for the agency to the media and other external parties.
10. Develops operational policies and background documents ensuring timely analysis of government legislation and policies relevant to WUM and the communities its serves.

B. Organizational Responsibilities

1. To prepare for and actively participate in regular meetings with the Executive Director, including the establishment and evaluation of an annual goal plan.
2. To actively participate as part of the Leadership Team, undertaking responsibilities as assigned.
3. To maintain accurate and complete records and files required by WUM, ensuring confidentiality is maintained on all agency, personnel and client matters.
4. Assists with raising funds and the profile of WUM through participation in agency and community events.
5. To participate in Agency-wide activities and events as appropriate and/or assigned.

C. Other Duties As Assigned

D. Qualifications

- Minimum 5 or more years' senior management experience. Degree or equivalent background in Social Services or Business Administration field.
- Extensive knowledge and experience with social services and programs required.

- Strong influence, change management and team building skills. Ability to build strong relationships with diverse groups of stakeholders internally and externally.
- Experience in program planning and evaluation, program supervision, and program/revenue development.
- Ability to operate effectively in a constantly changing environment.
- Proven ability to formulate and develop creative and sound operational policies, procedures and strategies compatible with positive Human Resource practices.
- Strong employee relations, diplomacy, negotiation, report writing, interviewing and counseling skills. Ability to guide, coach and motivate Program Directors and employees.
- Strong project management and organizational skills, with the ability to research, and initiate new employee and volunteer development programs, as well as track and evaluate program results.

Core Competencies

1) Communication Competencies

- Excellent interpersonal communication skills, written and spoken;
- Fluency in a second language an asset.

2) Organization, Use of Self

- Strong time management and organizational skills;
- Strong team work skills;
- Demonstrated initiative and problem solving skills, multitasking in a fast paced environment;
- Self-directed for continuous improvement and ongoing learning;
- Understand and practice related to setting and maintaining professional boundaries;
- Understand the impact of personal values and beliefs on practice;
- Understand and recognize situations involving conflict of interest;
- Demonstrate an understanding of confidentiality, privacy protection and informed consent;
- Act with integrity;
- Recognize personal limitations;
- Demonstrate a knowledge of codes of ethics;

3) Cross Cultural Competencies

- Demonstrated understanding of anti-racist , anti-oppression frameworks, policies and practices, with training in these issues;

- Proven skills in working productively with people from diverse backgrounds;
- The ability to effectively work in an multicultural workplace environment;

4) Technology

- Advanced computer skills with demonstrated knowledge and use of Windows MS Office, keyboard skills, email, and internet;
- Open to using innovative technologies to advance program outcomes;
- Knowledge or experience delivering training and networking services in a web based environment an asset;

5) Community Development competencies

- Demonstrated knowledge and practice for client centered, strength based, neighbourhood based, and capacity building program development/delivery;
- Broad knowledge of local community resources.