

POSITION TITLE **Executive Coordinator**

REPORTS TO: PWC Board of Directors

DATE: Revised April 2017

SUMMARY

The Peachland Wellness Centre (PWC) Board defines in writing its expectations about the direction and goals of the Society through an annual strategic plan that is reviewed regularly, and through an approved annual operating plan prepared by the Executive Coordinator. This job description outlines the operational limits and boundaries of the Executive Coordinator's authority.

Reporting to the Board of Directors and with operational authority delegated by the Board, the Executive Coordinator ensures the delivery of quality programs and services, based upon the mission, vision, core values, and policies of PWC. The Executive Coordinator manages the day-to-day operations of PWC, ensuring that standards, guidelines and policies are maintained.

The Board's ongoing monitoring of the Executive Coordinator's work performance and operational adherence to policies plus an annual written report constitutes the Executive Coordinator's performance evaluation. The performance evaluation is tightly aligned with adherence to the Financial Controls policy and with the Terms of Reference of the Executive Coordinator Evaluation Committee.

The Manager has the right to use any reasonable interpretation of the Board's written policies. When in doubt, the Executive Coordinator consults with the Management Support Committee for direction and/or guidance.

DUTIES & RESPONSIBILITIES

General

Hold overall accountability to plan, develop, implement, deliver, monitor, and evaluate programs and services under the jurisdiction of the Board, within the mission, vision, core values, policies, and established goals for PWC

Use or ensure use of only ethical, legal, safe, prudent, and effective means to reach the goals and objectives of PWC. Adhere to PWC's Constitution and Bylaws

Ensure compliance with all legislation, regulations, and guidelines relating to PWC's role as employer and non-profit organization

Develop annual goals and objectives, in collaboration with staff and Board.

Create PWC's annual Operations Plan for Board approval and report monthly to the Board on the plan's progress

Operate within approved annual budgets and plans that address the approved operational and strategic plans, except with the express consent of the Board

Identify and develop new programs and services, in response to community needs and in accordance with the annual strategic plan and in consultation with the Board.

Maintain a thorough knowledge of significant developments and trends related to PWC's work

Keep the Board informed of the PWC's general operations and activities

Act as PWC's Privacy Officer and ensure PWC complies with relevant privacy legislation

Assure quality programs and services through PWC's Annual Evaluation Plan, Outcome Evaluation Framework and Annual Evaluation Report.

Human Resources

Manage PWC human resources in accordance with the Board's Human Resource policies, focusing on team-building, leading, coaching and mentoring staff and volunteers, and provide opportunities for growth, professional development and succession planning

Recruit, hire, orient, train, discipline, and/or terminate all personnel, both paid and volunteer, in partnership with respective staff and/or Committee(s)

Apply human resource practices consistently and fairly; treat staff, students, and volunteers in ways that are respectful, fair, safe, and clear

Create, maintain, and model a positive work environment using collaborative management practices

Complete employment contracts and submit monthly payroll to bookkeeper(s)

Ensure currency of staff and volunteer position descriptions, provide copies to each staff and volunteer

Ensure staff performance evaluations are completed at least once per year of employment

Be responsive to staff, student, participant and volunteer needs, resolving human resource issues in a timely fashion

Ensure volunteers and participants are informed of their rights and responsibilities and of relevant PWC policies

Hold regular staff meetings to share information, gather input, and resolve issues

Provide adequate documentation, security, and retention of human resource records and all human resource-related decisions

Recommend to the Board compensation and benefits that are internally and externally equitable

Policy

Act as an adviser to the Board of Directors so that the Board has relevant information necessary to carry out their policy-making responsibilities

Develop, implement, and monitor all operating policies and procedures in collaboration with relevant stakeholders

In collaboration with the Policy Review Committee, ensure maintenance of a system of regular policy review as defined by the Board

Ensure staff, students and volunteers consistently work within approved PWC policies

Maintain PWC's Annual Evaluation Plan and report to the Board as to the Plan's progress, as requested by the Board

Stakeholder Relations

Ensure PWC's mission, vision, core values, and programs and services are presented in a strong, positive image to relevant stakeholders, including partners, funders, potential funders and participants

Serve as PWC's advocate, educator, and liaison throughout the community, the region, and the province when necessary

Establish and maintain collaborative working relationships with community groups and organizations, governments, and individuals

Explore and build partnerships to best serve the PWC vision and mission

Information

Oversee maintenance of a system of record-keeping and databases for PWC, ensuring compliance with all related legislation

Ensure prompt and accurate responses to inquiries via telephone, mail, email and walk-ins

Provide reports to funding sources, media, and Board, some of which may be distributed to publicize the activities of the organization

Ensure each Director has a current copy of the Policy Manual, the Bylaws, and Constitution

Financial Resources

Develop and monitor the annual budget, based upon input from staff, for Board approval, managing PWC's resources prudently within legislation and Board policy

Maintain expenditures within the parameters of the Board-approved budget, curtailing any unnecessary expenses

Oversee planning and implementation of fund-raising, including identifying resource requirements, researching funding sources, establishing strategies to approach funders, participating in fund-raising opportunities submitting proposals, and maintaining fundraising documentation

Develop funding proposals for the Board in collaboration with the Treasurer and/or Finance Committee

Work with the Treasurer and Finance Committee to develop and maintain sound financial policies and practices, and strict adherence to the same

Ensure due diligence when issuing and managing contracts

Ensure equipment and facilities are adequately insured, or otherwise able to be replaced if damaged or destroyed, including coverage for any losses incurred due to business interruption; ensure appropriate insurance coverage for staff, students and volunteers

Ensure payroll remittances or other government-ordered payments or filings are accurately filed on time

Facilities

Ensure all facility matters, including regular maintenance of building, yard, outside structures, and need for additional space, are addressed in a timely and cost efficient manner

Oversee facility usage by collecting data, reporting on usage, and making recommendations related to facilities usage

Ensure compliance with all licensing, insurance, building and fire inspections, and renew building lease agreement, as required, informing the Board of any issues related to facilities

Ensure adequate security of premises and property, keeping a record of any persons holding keys to the building

Ensure data, intellectual property, and files are protected from loss, theft or significant damage

Board Relations

Submit monitoring reports that are timely and accurate, with verifiable data directly related to services and programs offered by PWC

Report in a timely manner any actual or anticipated noncompliance with any Board policy, along with a plan for reaching compliance and a proposed schedule regarding follow-up reporting

Ensure the Board is aware of relevant legal actions, media coverage, trends, public events of the Society, or internal and external changes

Advise the Board if he/she believes the Board is not in compliance with its own policies on governance process and Board-Management delegation, particularly in the case of

Board behavior that is detrimental to the work relationship between the Board and the Executive Coordinator

Deal with the Board in ways that do not favour or privilege certain directors over others

COMPENTENCIES

SKILLS & KNOWLEDGE

Post-secondary education and/or training related to human resources, and program and service management

Minimum of five-years work experience in the socio-health service sector, with a minimum of three-years experience in a supervisory/management position in similar organizations

A working knowledge of legislation relevant to the programs and services under the jurisdiction of PWC

Excellent organizational skills

Demonstrated ability to develop policies and procedures

Excellent verbal and written communication skills, and strong presentation skills

Extensive computer literacy, including standard office applications

Excellent interpersonal skills in relating to employees, Board members, the public, other organizations, government officials, and the media, including the ability to inspire and motivate

Working knowledge of budgetary practices and standards, and ability to apply those practices in preparing and monitoring PWC's annual budget

Demonstrated ability to raise the visibility of PWC through successful awareness and marketing activities

Ability to foster a healthy organizational culture, and to encourage teamwork and collaboration

Ability to resolve complex, contentious, and sensitive issues

JUDGMENT

Demonstrated ability to apply good judgment in situations where a decision is required outside the context of established policies, directives and/or regulations

Demonstrated ability to apply considerable judgment in determining overall resources required for the various programs and services, and the ability to monitor and control financial and human resources

Demonstrated ability to apply good judgment that prevents a negative impact on the Board, the staff, volunteers, its members, or on PWC programs and services

ACCOUNTABILITY

Accountable to the Board for all aspects of PWC operations, including programs, services, human resources, finance, administration, privacy compliance, and quality assurance, including decisions taken by subordinates

CONTACTS

Regular and consistent contact with Board members and established Committees, government officials/funders, employees, volunteers, and the public

Ongoing contacts with external community organizations and groups to maintain agreements for funding support, coordinate activities, improve services, exchange information, and/or resolve issues

Contact with the media on matters pertaining to programs and services under PWC's jurisdiction

WORKING CONDITIONS

May be exposed to situations, including, but not limited to, strict deadlines, multiple demands, frequent interruptions, and exposure to suffering of others that could create a mild to moderate stress environment at times

MENTAL & PHYSICAL EFFORT

May be exposed to tasks requiring significant concentration and/or multi-sensory tasks over extended periods of time, and/or some physical demands related to repetitive movements and/or tasks such as data input, lifting, carrying or similar

HOURS OF WORK

35 hours per week unless modified and approved by the Board

POLICE INFORMATION CHECK

Satisfactory outcome of Police Information Check required