



Executive Director

The John Howard Society of North Island

Campbell River, BC

Reporting to the Board of Directors, the Executive Director (ED) role at John Howard is a fantastic opportunity to join and lead a well-respected, innovative organization that's making a real difference in the communities in which it operates. Responsible for the functioning of all operations of the Society and for achieving John Howard's strategic, financial, program, and administrative objectives, the ED will be expected to lead the organization through the development and implementation of new strategic priorities. In addition, they are responsible for directing, coaching, and nurturing an already strong team; ensuring the organization's funding framework and finances are sustainable; overseeing the operations of all existing properties and programs to the quality standards that John Howard and its clients and partners expect; and addressing any significant issues that arise. Accountable for guiding the long and short-term operational planning of John Howard and overseeing the accreditation process, the ED will work to raise the profile of the organization while actively managing relationships with John Howard's partners including its clients, staff, Board, government agencies, funders, and the broader community.

The ideal candidate is an innovative, collaborative, community-driven leader who is motivated to build and expand upon an already successful organization. Recognized as credible and influential, the Executive Director will have held a leadership role at a large, complex, multi-partner and multi-program organization, working in partnership with communities as well as with a myriad of other external partners, including funders. A confident spokesperson, the successful candidate will possess experience running all aspects of an organization and ideally bring some understanding of the unique nature of an enterprise that provides community justice and social services. They will have worked closely with a Board of Directors to guide strategy development and set priorities and will have demonstrated the ability to identify new opportunities while ensuring their team is equipped to balance existing priorities with emerging ones.

The selected candidate must be able to adapt to a continually evolving environment and thrive in a publicly visible, autonomous, and caring workplace while overseeing a complex portfolio. Superior leadership, relationship, interpersonal, and communication skills; knowledge of financial/business management; plus a personal values alignment with the organization, are the hallmarks of a suitable candidate. In addition, the Executive Director will be an outstanding motivator and mentor who can inspire people to excel and to continually improve John Howard's programs and services.

The targeted salary range for this position is \$143,000 - \$165,000 annually, supplemented by a competitive total rewards package.

If you're motivated to join a passionate organization that's deeply rooted in the communities it serves, please submit your credentials to **Shaun Carpenter** and **Matthew Bell** at www.pfmsearch.com.

John Howard has served community justice and social services needs on northern Vancouver Island for 56 years. Beginning as a branch of The John Howard Society of Vancouver Island in 1967, the organization was incorporated as The John Howard Society of North Island (John Howard) in 1989 and has continued to work tirelessly towards building safer and healthier communities ever since. A non-profit society, John Howard provides services to children, youth, adults, and families with diverse needs. Its 13 locations include offices and residential programs, but its work also takes it into schools, homes, and other parts of communities. It takes a holistic approach, recognizing that safer, healthier communities are created through the combined and diverse efforts of citizens, organizations, and governments, and it works cooperatively with a broad spectrum of partners in pursuit of its Mission: to provide programs and support to help children, youth, adults, and families lead safer, healthier lives.

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The John Howard Society of North Island



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EXECUTIVE PROFILE

Executive Director

THE JOHN HOWARD SOCIETY OF NORTH ISLAND

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The John Howard Society of North Island



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GENERAL

The John Howard Society of Canada was established in 1962 and is named after the British prison reformer, John Howard (1726-1790). There are branches and offices in more than 60 communities across Canada, provincial offices in all 10 provinces and the Northwest Territories, and a national office in Ottawa.

The John Howard Society of North Island (John Howard) has served community justice and social services needs on northern Vancouver Island for 56 years. Beginning as a branch of The John Howard Society of Vancouver Island in 1967, the organization was incorporated as The John Howard Society of North Island in 1989. Today, it continues to work tirelessly towards building safer and healthier communities.



A non-profit society with extensive experience in providing services for children, youth, adults, and families, John Howard operates numerous programs from 13 locations:

- Campbell River Community Programs / Foundry
- Comox Valley Community Programs / Foundry
- Beech Street, Campbell River
- The Junction, The Station, and Barnett House
- Parksville Youth Justice
- Nanaimo Youth Justice
- Port Alberni Youth Justice
- Port Hardy Youth Justice
- Duncan Youth Justice
- Robron Centre, Campbell River
- Gold River and Tahsis

John Howard programs are situated in the unceded territories of the Kwakwaka'wakw, Laich-kwil-tach, Nuu-chah-nulth, and Coast Salish peoples. It has a First Nations Elders' Council to advise the agency on matters relating to culture and inclusion, and the Elders also help to support culturally appropriate programming.

MISSION

We provide programs and support to help children, youth, adults, and families lead safer, healthier lives.

MANDATE

John Howard provides services to children, youth, adults, and families with diverse needs. Its locations include offices and residential programs, but its work also takes it into schools, homes, and other parts of communities.

John Howard has a holistic approach, recognizing that safer, healthier communities are created through the combined and diverse efforts of citizens, organizations, and governments. It works cooperatively with a broad spectrum of community agencies and committees, while also maintaining involvement in provincial and national organizations that seek to address the social needs of Canadians.

For more information regarding The John Howard Society of North Island, please visit www.jhsni.bc.ca.





GENERAL

Reporting to the Board of Directors, and in alignment with the organization's Mission and Mandate, the Executive Director (ED) has overall responsibility and authority for the functioning of all operations of the Society and is responsible for achieving John Howard's strategic, financial, program, and administrative objectives. In addition to leading the organization through the development and implementation of new strategic priorities, the ED is responsible for directing, coaching, and nurturing the team; ensuring the organization's funding framework and finances are sustainable; overseeing the operations of all existing properties and programs to the quality standards that John Howard and its clients and partners expect; and addressing any significant issues that arise. Accountable for guiding the long and short-term operational planning of John Howard and overseeing the accreditation process, the ED will work to raise the profile of the organization while actively managing relationships with John Howard's partners including its clients, staff, Board, government agencies, funders, and the broader community.

SPECIFIC RESPONSIBILITIES

Leadership & Partner Relations

- Promotes a healthy organizational culture.
- Participates with the Board in developing the strategic plan to guide the organization.
- Inspires, directs, and works effectively with Directors, Managers, and Program Managers to provide the structures, values, and adaptive technical and managerial processes and activities necessary to maintain a positive, productive, and ethical culture.
- Promotes excellence and continual improvement through the implementation of a Society-wide Performance and Quality Improvement initiative.
- Directs and promotes all aspects of the accreditation process.
- Establishes and maintains open lines of communication between the Board, the ED, senior staff members, and all other staff.
- Communicates with partners to keep them informed of the work of John Howard and to identify changes in the communities and populations served by the organization.



Leadership & Partner Relations (continued)

- Establishes good working relationships and collaborative arrangements with community groups, government agencies, and other organizations to help achieve the goals of John Howard.
- Communicates and promotes John Howard's services, requirements, and value to the community, and looks for ways to leverage the strengths of partners to seize opportunities and develop stronger services.
- Maintains and strengthens John Howard's strong working relationships with its Indigenous partners.
- Identifies and pursues funding activities and opportunities. Leads contract negotiations and program proposals with partners and funders.
- Acts as the organization's spokesperson and looks for opportunities to represent the organization at various tables, ensuring John Howard continues to be seen as a leader and a reliable, trusted partner in the community justice and social service space.
- Acts as the primary representative of John Howard at public functions, conferences, committees, and with other relevant bodies.
- Elicits and provides information to the community, funding agencies, Board, and other agencies.
- Maintains liaison with the John Howard Society of BC through senior staff and provincial Board meetings.

Governance

- Identifies, assesses, and informs the Board of internal and external issues that might affect John Howard.
- Acts as a professional advisor to the Board on all aspects of the organization's activities. Provides background data and advice on policy and other matters.
- Acts as Secretary to the Board and assists the Board in making arrangements for the Annual General Meeting.
- Assists the President of the Board to arrange appropriate meetings and prepare meeting agendas.
- Provides the Board with comprehensive written reports on:
 - Financial status and anticipated problems; financial planning; and funding alternatives as required by organizational policy.
 - Operation of programs and their compliance with organizational policy as required.
 - Implementation and annual review of the long-term plan.
 - All issues related to the organization's achievement of its mission.
- Fosters an effective relationship between the Board and the Executive Director. Provides information flow from staff to Board, and from Board to staff.
- Attends committee meetings as required.
- Adheres to the Board Governance Policy Statements.

Finance, Administration, & Risk Management

- Ensures the financial viability of John Howard.
- Oversees the preparations of program and core budgets for approval by the Board, and monitors expenditures and revenue to ensure budgets are adhered to.
- Develops a business plan that incorporates goals and objectives that work towards the mission, mandate, and strategic direction of John Howard. Works with the Board to develop a budget and ensures adequate funding to operationalize the plan.
- In consultation with the Director of Finance, presents monthly financial statements to the Board and a yearly audit/review at the Annual General Meeting.
- In collaboration with the Director of Finance, oversees financial record-keeping systems, policies, and procedures.
- Develops and oversees fundraising initiatives, both from government and the community.
- Authorizes all extraordinary expenditures over a certain amount.
- Ensures the effective stewardship of John Howard's financial and non-financial resources, including the management, oversight, and reporting on human, financial, information, materiel resources, and facilities.
- Ensures inter-program liaison and teamwork.
- Oversees all issues regarding risk management including insurance, legal compliance, and health and safety.
- Identifies and evaluates risks to John Howard's people (clients, staff, Board, etc.), property, finances, goodwill, and image, and implements measures to control risks.
- Meets with John Howard's insurance broker and legal counsel as needed (but at least annually).
- Prepares and presents an annual risk management report to the Board.

Program Development & Delivery

- Fosters and responds to community, staff, and Board input and initiatives regarding new programming.
- Formulates new or revised policies and procedures, operational plans, and new program proposals, directions, and/or initiatives.
- Develops and provides logic models to assist in implementing new programs.
- Monitors the day-to-day delivery of programs and services to maintain or improve quality, ensuring the operations of the organization meet the expectations of its partners.

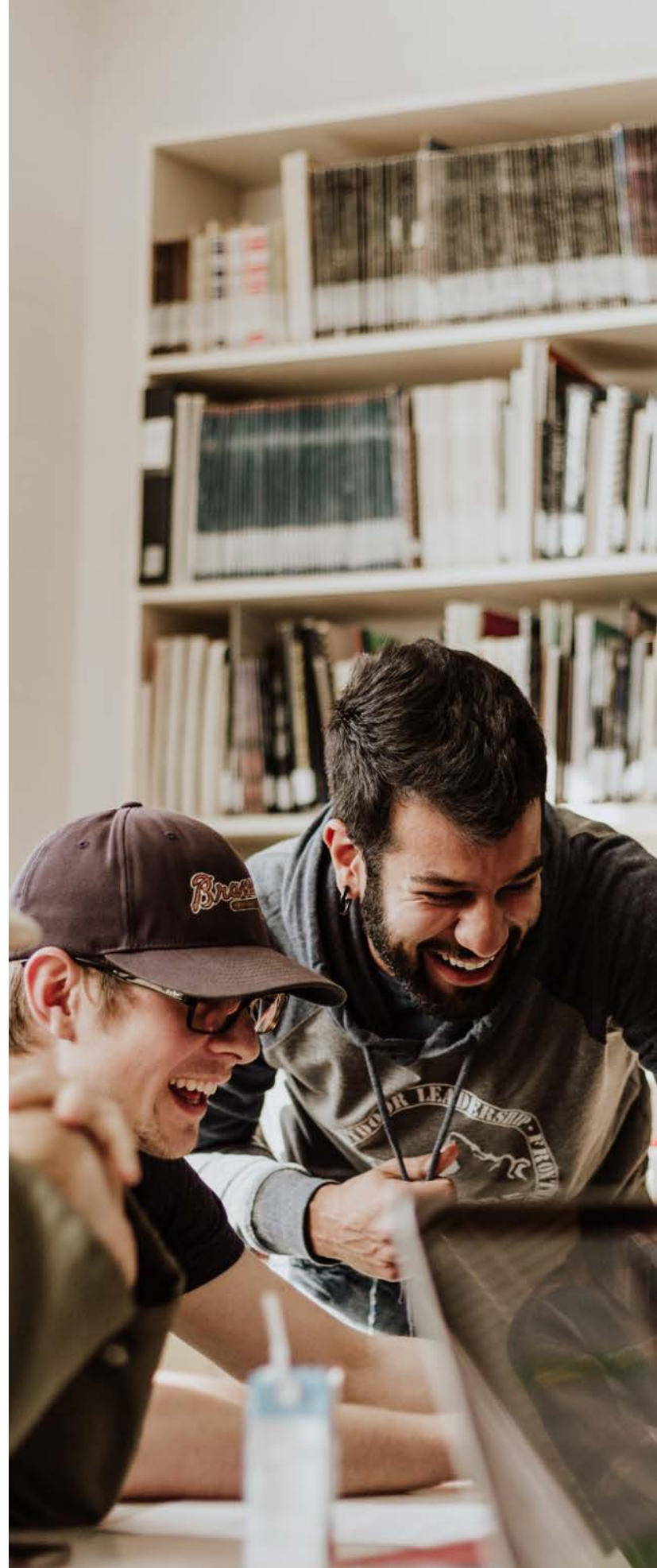


Program Development & Delivery (continued)

- Negotiates new and existing contracts with funding sources.
- Evaluates programs and services on an on-going basis and makes recommendations to the Board regarding program quality and usefulness.
- Maintains a liaison with the Board, Managers, staff, ministries, other agencies, and the community.
- Is responsible for the policies and procedures necessary for contracting with individuals and other organizations for the delivery of services to clients.
- Ensures that the programs and services offered by John Howard contribute to the organization's mission and reflect the priorities of the Board.

Human Resources & Labour Relations

- Provides oversight regarding the recruitment, selection, support, and development of staff that have the technical and personal abilities to help further John Howard's mission and mandate. Provides effective leadership to employees, contractors, and consultants so that the full potential of these resources is realized.
- Participates directly in the hiring and supervision of Directors, Managers, and Program Managers.
- Empowers staff to identify innovative approaches to enhance John Howard's strategic and operational performance.
- Establishes a positive, healthy, safe, and engaging work environment in accordance with all appropriate legislation and regulations.
- Works to develop an environment where teamwork is paramount, ensuring all team members are working toward a common mission and mandate.
- Ensures that there is adequate orientation, consultation, evaluation, and supervision for all staff.
- Ensures the Board and staff are afforded appropriate professional development and training opportunities to maximize their contributions to the organization.





Human Resources & Labour Relations (continued)

- Provides input to the Community Social Services Employers Association for the purpose of negotiations.
- Implements a performance management process for all staff which includes monitoring the performance of staff on an on-going basis and conducting annual performance reviews.
- Ensures succession through operating procedures and the coaching and mentoring of staff. Reports annually to the Board on the status of the ED's succession plan.
- Supports the resolution of all disputes relating to the collective agreement including grievances, mediations, and arbitrations.
- Oversees the termination of employment in a manner consistent with the collective agreement and any applicable laws and regulations.
- Approves and executes contracts with all contracted staff.

General

- Negotiates leases and acquires property that provides adequate, healthy spaces and conditions for staff and clients.
- Other duties as determined by the Board.

REPORTING RELATIONSHIPS

Reports to:

- Board of Directors

Relates to:

- John Howard's clients
- Community and provincial partners
- Funders and donors
- Community Social Services Employers Association
- PARCA
- The John Howard Society of BC
- Health Sciences Association
- Other relevant entities

Direct Reports:

- Director of Finance
- Director of Communications and Development
- Manager of Human Resources
- Program Managers x 6
- Executive Assistant



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SPECIFIC REQUIREMENTS

Education & Experience

- An advanced university degree.
- Multiple years of related experience, including progressively responsible senior management/executive-level experience with broad leadership and operational responsibilities, ideally within a not-for-profit and/or social services environment.
- Experience in developing proposals, negotiating service contracts, and resource and partnership development.
- Experience working in a unionized environment.
- Experience working in an accredited organization.
- Experience working in a multi-partner environment, where successful execution of plans and objectives relies on solid partnerships.
- Experience working with a non-profit, community-based Board of Directors is considered an asset.
- A proven track record of success in relation to fundraising is considered an asset.

Core Competencies

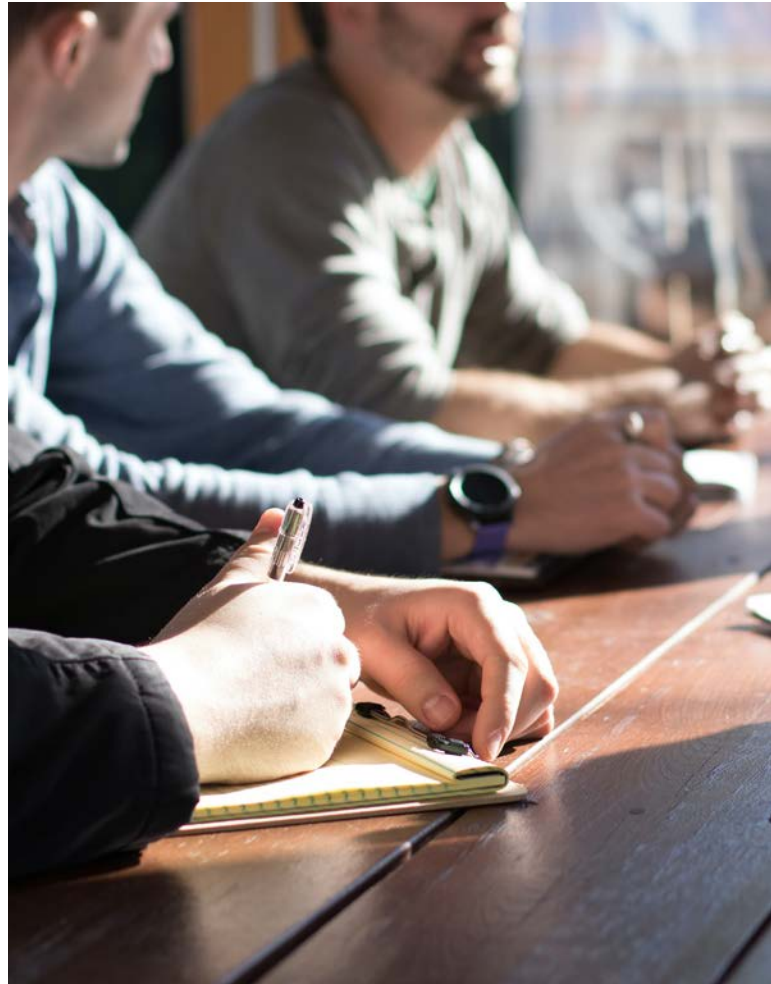
The Executive Director must be able to demonstrate strength in the following areas:

- **Leadership:** Influences, with integrity, others toward a desired direction to achieve John Howard's mission and goals, and toward fostering its values.
- **Communication:** Demonstrates the ability to communicate at individual, team, and organizational levels in such a way that information is exchanged and interpreted in the way it was intended.
- **Team Building:** Involves people to build high morale, mutual trust, and group commitment to objectives. The team includes the Board, management, and employee groups.
- **Decision Making:** Makes prudent choices and takes timely action to achieve superior results.
- **Perceptivity and Adaptability:** Works effectively within a variety of situations and is aware of the importance of timing, politics, and group processes in achieving objectives and maintaining integrity.
- **Planning and Organization:** Develops realistic objectives and action plans for continuous improvement while being sensitive to time constraints and resource availability. Organizes or schedules people or tasks to achieve specific objectives.
- **Partner Orientation:** Focuses on understanding and meeting the expectations of the Board and staff, funders, and clients.
- **Technical Capability:** Possesses the business acumen and technical ability necessary to achieve effective operations and continuous improvement.

Knowledge, Skills, & Abilities

In addition to the competencies, candidates will be expected to bring or have the capacity to develop the following knowledge, skills, & abilities:

- Well-honed skills in financial, operational, and human resources management.
- Demonstrated understanding of the management principles and practices in the non-profit sector.



- Knowledge of community-based social service issues and trends.
- Excellent oral and written communication skills.
- Excellent listening skills.
- Able to exercise a high level of diplomacy and discretion in all interactions.
- Brings knowledge of and is committed to the elimination of the systemic barriers and challenges facing Indigenous communities.
- Strong project management skills. Able to establish goals and then plan, multitask, and prioritize effectively to accomplish said goals.
- Demonstrated level of cultural sensitivity and understanding of the client population's cultural and socio-economic characteristics.
- Assessed competence in administering and providing services to individuals, families, and/or children.
- Understands governance.

Knowledge, Skills, & Abilities (continued)

- Strong program management and community development skills.
- Demonstrated ability to promote teamwork, collaboration, and partnership.
- Possesses a track record of supporting and motivating team members by providing a sense of opportunity based on performance and expertise.
- Demonstrates leadership by being visible. Is present and available across the geography, demonstrating a commitment to the needs of John Howard's staff.
- Has demonstrated excellence in developing, leading, and managing numerous collaborative relationships.
- Able to build relationships and influence decisions. Engages partners and builds productive institutional relationships. Comfortable working with government agencies, the community, and similar organizations.
- Excels in promoting a positive and ethical work environment. Able to encourage and support diversity in the workforce.
- Has a personal commitment to deliver programs and services free of bias or discrimination.
- Thorough working knowledge of Microsoft Office computer applications.
- Will abide by the Code of Ethics of The John Howard Society of North Island, and the mission statement of the Society.
- Willing to travel and possesses a flexible time schedule; able to coordinate and attend meetings on evenings and weekends as necessary.
- Possesses a valid driver's license, safe and reliable transportation, and is able to obtain appropriate insurance as per John Howard policy.
- Must have two completed, acceptable criminal record checks, one from the Criminal Records Review, and one from the RCMP.
- Must have proof of COVID-19 vaccination.



HOW TO APPLY

To apply or make a nomination, please contact PFM Executive Search:

Attention **Shaun Carpenter** and **Matthew Bell** at pfm@pfmsearch.com

All telephone inquiries to 604.689.9970 or Toll-Free 1.800.864.9970

APPLICATION FORMAT

Format for written applications should be presented as follows:

1. A covering letter—describing briefly why the appointment is of interest and what you believe you can bring to the role.
2. A full CV containing the following information:
 - a. Title, full name, address, daytime and evening telephone numbers and email address
 - b. Residency status
 - c. Present and previous roles
 - d. Details of education and professional training and qualifications (will require verification)
 - e. Any other relevant information such as offices held in professional bodies, community service etc.

PFM EXECUTIVE SEARCH

PFM Executive Search was founded in 1992 with the vision of creating an executive search firm that provides tailor-made executive search services to clients in the private, public and not-for-profit sectors. Over the last 31 years, our firm has earned the reputation as one of the most respected executive search firms in Canada.

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