



**Centre de ressources communautaires  
RIDEAU-ROCKCLIFFE  
Community Resource Centre**

Overbrook • Forbes • Carson Grove • Manor Park  
Lindenlea • Rockcliffe • New Edinburgh

## **JOB POSTING**

TITLE: **Executive Director**  
SUPERVISOR: Board of Directors  
APPROVED BY: Board of Directors-RRCRC  
DATE OF APPROVAL: September 2022

### **SUMMARY OF FUNCTIONS**

The Executive Director (ED) promotes the Rideau-Rockcliffe Community Resource Centre Vision, Mission, and Values by aligning strategic initiatives across the organization, and in collaboration with sector partners. With oversight of a staff of Program Pillar Leads, Team Leads and Program and Project Officers, and an operating budget of over \$2.5 million annually, the ED is responsible for ensuring that the Centre is meeting the needs of the community. They will identify, solidify and grow the necessary programs, and community and stakeholder connections to ensure the sustainability of the Centre. The ED contributes to the overall culture of the organization, promoting innovative programming, collegial support and collaboration, and community engagement. The ED should be an entrepreneurial leader, with excellent communication and interpersonal skills.

### **Primary Duties and Responsibilities**

#### **Key areas of responsibility include:**

- *Strategic Leadership* – Based on the strategic plan, and at the direction of the Board, the ED develops and recommends policies, business plans, and options for action that are consistent with the organization’s vision, mission and values.
- *People Leadership* – The ED leads, inspires, develops, and mentors the RRCRC’s staff. Working collaboratively with the Board, the ED will clearly articulate the Centre’s vision, mission and values in a manner that generates excitement, enthusiasm, alignment, and commitment to action.  
The ED fosters a workplace culture that promotes ethical practices, encourages individual integrity, and fulfills social responsibility.

- *Business Development – The ED is responsible for identifying opportunities for the RRCRC to pursue new endeavors and funding relationships to advance achievement of the vision, oversees the development of new contracts and partnership agreements.*
- *Operational Leadership – The ED oversees the RRCRC’s resources, creates the proper organizational structures, and ensures the efficient and cost-effective use of its financial, human, and operational resources.*
- *Governance and Board Support – The ED liaises, communicates, and builds relationships with the Board by being open in the sharing and receiving of information, knowledge and wisdom.*
- *Financial Resource Management – The ED is responsible to ensure the financial health and accountability of the organization and takes overall responsibility for improving its financial performance.*
- *Stakeholder and Government Relations – The ED builds and maintains trusting, ethical, and influential relationships, and represents the RRCRC at the highest level to a wide range of stakeholders, including, but not limited to, various levels of government, and in the media.*
- *Learning and Growth – The ED encourages learning and development at all levels of the organization.*

## **Qualifications**

### **1. Education**

- Ideally, the Executive Director will have a master's degree in business/management or a related field. In the absence of a Master's degree, an appropriate combination of education and experience may be considered.

### **2. Professional Experience**

- A minimum of three years’ experience as Executive Leader in the non-profit sector.
- Good knowledge and experience in a range of managerial and leadership responsibilities, including strategic planning, policy analysis, advocacy, financial management, human resources management, program development, quality improvement and evaluation, and current management/leadership issues.
- An understanding of, and experience working with Funders.
- Knowledge of, and experience working with municipal and provincial social service systems.

- Experience interacting with and advocating to various government officials, groups, and communities.

### **3. Key Competencies**

- Demonstrated commitment to and knowledge of community-based social services.
- Excellent communication and interpersonal skills, and experience in leading, supervising and directing staff to ensure an effective and efficient working environment.
- Strong critical analysis, problem-solving, planning, decision-making, leadership, organizational, and change management skills.
- Excellent organizational and time management skills, while working in a fast-paced, dynamic environment.
- Ability to prioritize, to be flexible, and to meet deadlines.
- Ability to work in a diverse, multi-cultural, multi-disciplinary team environment.
- Proficiency in the use of computers and various software applications, including all Microsoft Office programs and financial software.

### **4. Linguistic Profile**

- This position is designated bilingual: French and English
- A third language relevant to our client population is considered an asset.

### **5. Personal Suitability**

- Sensitivity to the needs of marginalized and diverse clientele.
- Commitment to community-based social services.

### **6. Other**

- Availability to work evenings and weekends is required.
- Occasional travel outside of Ottawa is required.

### **Personal characteristics**

The Executive Director should demonstrate competence in all of the following:

- **Behave Ethically:** Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization
- **Build Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

- Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results that are in the best interest of the organization.
- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
- Plan: Determine strategies to move the organization forward, set goals, create, and implement actions plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

**Please send a cover letter and resume to [RH-HR@crcrr.org](mailto:RH-HR@crcrr.org) by Friday September 30, 2022, at 11:59 p.m. We thank all applicants for their interest in the position, but we will only contact those selected for an interview.**

**Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), we invite you to contact our Human Resources department at [RH-HR@crcrr.org](mailto:RH-HR@crcrr.org) to enable us to make appropriate arrangements if you need accommodations at any stage of the process.**