



BOARD POLICY and PROCEDURE MANUAL

TITLE	Chief Executive Officer Position Description		
RESPONSIBILITY	The Board	POLICY No.	JD - 3
APPROVED BY	The Board	DATE OF APPROVAL	2020/11/24
REVIEWED		AMENDED/RESCINDED	

Organization

The Palliative Care Society of the Bow Valley (“the Society”) is a registered charity in the start-up phase with the intent to build a full-spectrum palliative care facility to support patients and their caregivers in the Bow Valley region. The Society plans to develop an over-arching support structure for patients on the palliative journey from disease diagnosis through to end of life support. This is a new concept rarely found in Canada, but is well established in other places, especially in the United Kingdom.

Job Purpose.

1. Reporting directly to the Board, the Chief Executive Officer (“CEO”) is accountable for the Society’s overall organizational effectiveness in accordance with the strategic direction formally set by the Board.
2. The CEO works closely with the Board Chair and all Society committees, participating as liaison and advisor. This requires a high level of interaction with the Board, staff, all Committees and Task Forces, contracted service providers, applicable government departments/officials, and the public.
3. The CEO is responsible for the leadership, oversight and delivery of the programs, services and initiatives which support the Society’s Mission and Vision.

Duties and Responsibilities

Duties and responsibilities include, but are not limited to, the following:

1. Guiding, and participating with, the Board of Directors in developing the Society’s Vision Statement, Mission Statement, Values, strategic plan and long-range goals.
2. Ensuring the Society’s approved statements, values, plans and goals are clearly and consistently communicated and understood throughout the organization.
3. Overseeing the efficient and effective day-to-day operations of the Society in accordance with the approved strategic plans and goals, the approved policies and procedures and the annual operating and capital budgets.

4. Working with the Board, staff, committees and task forces to develop annual organizational business plans with measurable goals and objectives, and be accountable for the outcomes achieved.
5. Providing on-going support to the Board, as follows:
 - a. prepares agendas, reports, etc. for Board consideration at duly convened meetings;
 - b. identifies, assesses and informs the Board of internal and external issues that affect the Society;
 - c. serves as an advisor to the Board, making appropriate recommendations based on sound information and analysis of factors that may impact organizational effectiveness (financial and otherwise); and
 - d. ensures Board decisions and directions are both communicated to, and implemented by, the appropriate personnel.
6. Ensuring compliance with any and all applicable federal and provincial legislation and standards; ensuring any and all government reporting requirements are met in a timely fashion.
7. Ensuring adherence to approved capital and operating budgets and approved Board financial management policies, and ensuring that operational financial controls are developed, monitored and complied with.
8. Working with the Society's Treasurer, keeps the board apprised of financial reports, budgets and cash flow to ensure the financial sustainability of the Society.
9. Taking on responsibility for all human resources activities within the Society:
 - a. Staff:
 - i) recruits and hires staff, ensures regular performance appraisals with agreed-upon measurable outcomes and enforces discipline/termination as necessary;
 - ii) ensures staff are fully knowledgeable in their roles, are appropriately supported and managed, know what is expected of them and how their performance will be assessed;
 - iii) develops human resource policies for staff; and,
 - iv) ensures all staff are appropriately supported, recognized and rewarded for their efforts.
 - b) Volunteers:
 - i) oversees all aspects of volunteer engagement, training, management and, if necessary, dismissal;
 - ii) ensures that appropriate human resource policies, procedures and job descriptions for all volunteers are developed and followed; and,
 - iii) ensures that all volunteers are appropriately supported, recognized and rewarded for their efforts.
10. Acting as the Society's spokesperson for administration and operational matters and as one of the chief contacts for the Society, as follows:
 - a. communicates an organizational identity and culture that aligns with the core values of the Society;
 - b. implements Board-approved public relations and marketing strategy;
 - c. seeks out, develops and maintains networking opportunities on behalf of the Society;

- d. represents the Society at community activities to enhance the organization's community profile, and,
- e. establishes and maintains good working relationships and collaborative arrangements with Alberta Health Services, the local medical community, community groups, donors, politicians, and other stakeholders to achieve the organization's goals.

11. Developing and maintaining a records management system, ensuring that the Society's records are retained, maintained and destroyed in accordance with the Society's policies, relevant legislation and any applicable professional standards.

12. Acting as the Society's Privacy Officer the CEO will:

- a. ensure that only essential information is collected and stored by the Society;
- b. ensure that client, donor, member, volunteer and staff files are maintained up-to-date, and securely stored; and,
- c. ensure that privacy and confidentiality are always maintained.

Qualifications

1. University degree in a related field with a minimum of 5-years' management experience;
2. Experience with non-profit organizations, start-ups and/or growing businesses is an asset but not essential
3. Demonstrates strong leadership and management skills;
4. Demonstrates organizational and planning skills;
5. Demonstrates strong interpersonal skills - particularly shows a tactful, diplomatic and empathetic approach with all stakeholders;
6. Knowledge of Federal and Alberta legislation applicable to the not-for-profit sector, an asset but not essential;
7. Knowledge of financial, project and human resources management;
8. Proficiency in the use of a laptop computer, customer relationship management (CRM) software; and
9. Social networking acumen.

Working Conditions

Works within a 40-hour work week. This will include working some evenings and weekends to accommodate activities such as Executive Committee and Board meetings and representing the Society at public events, when appropriate.