

JOB DESCRIPTION: EXECUTIVE DIRECTOR Victoria Immigrant and Refugee Centre

About VIRCS

The Victoria Immigrant and Refugee Centre Society (VIRCS) is a non-profit organization founded in November 1989 by three former refugees. The centre provides comprehensive support and services for immigrants, refugees, and new Canadian citizens to settle and be successful in Greater Victoria

The multicultural staff serves an average of 4,000 clients each year from all over the world. VIRCS provides a wide range of services to its target group, assisting them with everything from settling in Victoria to finding a job.

Over the years, the centre has developed positive relationships with other organizations, service providers, the local business community, and the community at large. VIRCS gratefully acknowledges the funding support of the federal and provincial governments. VIRCS acknowledges and respects the ləkʷəŋən peoples on whose traditional territory the organization sits and the Songhees, Esquimalt, and W̱SÁNEĆ peoples whose historical relationships with the land continue to this day.

The role

Reporting to the Board of Directors, the Executive Director is a creative, experienced and skilled leader responsible for the implementation of the agency's strategic plan and policies, ensuring that all programs align with the overall vision, mission, goals, and objectives of the agency. The ED will lead and support a team of managers and staff who are implementing local and provincial programming and report directly to the board. The Victoria Immigrant and Refugee Centre Society (VIRCS) depends on the Executive Director's ability to build collaborative relationships, promote the agency's work and lead fund development initiatives.

Key Responsibilities

Board Relations

- Forge a constructive, trusting partnership with the Board to create an aspirational vision and strategic plan.
- Establish a reporting system that delivers timely, regular, and reliable reports on performance in financial, operational, and project matters. Using these key performance indicators, provide the board and management with an accurate assessment of the strategies, and financial and operational status of the Agency.

- Act as a reliable and professional advisor to the Board of Directors on all aspects of VIRCS activities, including internal issues and emerging external issues.
- Provide support for Annual General Meeting planning and other reporting requirements as defined by the Societies Act.
- Be willing to take ownership and accountability for actions related to the leadership and management of the organization.

Strategic Planning

- Lead the development of a strategic plan that aligns and focuses the resources of the agency.
- Collaborates with partners, staff, and board members to transition identified agency strategic pillars into tangible and measurable operational outcomes.

Operational Leadership

- Champion a people-oriented culture that places clients and staff first with a focus on continued employee engagement, development and improved morale, and quality programs to clients
- Manage and redistribute employee workload and ensure that the resources needed to achieve project outcomes are available.
- Manage and oversee day-to-day agency operations, supervise management staff and contractors, overall agency program management, facility management and agency leadership
- Oversee, monitor, and evaluate agency programs to ensure compliance with program delivery requirements in grant and service contracts and/or agency strategic plans.
- Develop, maintain, and document agency policies and procedures; obtain board approval; and socialize policies to staff.
- Develop a knowledge transfer and transition management plan to ensure continuity and quality of service to VIRCS clients and commitment to funders.
- Provide overarching operational leadership for VIRCS and Social Innovation Centre and the Little Phoenix Day Care where required.

Fundraising and Financial Management

- Identify, prepare, and secure grant applications to ensure the financial sustainability of the agency and to meet program needs, including sourcing one-off microgrants for small-scale projects from existing funders and approaching potential new funders.
- Review and analyze financial data and reports and offers financial recommendations to the board of directors and treasurer.

- Oversees quarterly and annual budgets and periodic financial reports for funded programs, in coordination with program managers and accountants.
- Approve payroll, vacation pay, and overtime, and make recommendations and justifications for operational spending.
- Identify potential growth opportunities or workload and client management improvement tools for staff and clients and make recommendations to the board.

Communications & Stakeholder Relations

Develop a communications and outreach strategy for agency stakeholders and partners, including communications with major stakeholders, media relations, advertising, and agency promotion, staff communications, board communications, and community relations (general community and social service community).

Human Resources

- Oversee agency's human resources roles and responsibilities, including recruiting, supervising, and conducting performance evaluations for direct reports, overall staff management, conflict management, recommend net-new position for board approval.
- Oversee partner VIRCS agency; Victoria Social Innovation Centre Society, manages the maintenance of the facility, manages the operation of the Little Phoenix Daycare, explores options to bring in new partners, and explores and development opportunities for new joint programming.
- Fulfill other duties and responsibilities that may be assigned by the board or as priorities shift.

Job Requirements

Education

The Executive Director supervises a professional staff, many with post graduate education. The ideal candidate should hold a graduate degree in a discipline that gives them the capacity to understand the nature of the agency's work and its organizational environment. Applicants with an undergraduate degree and a minimum of 7 years of related management experience may be considered.

Required Experience

- Must have the right to work in Canada.
- A minimum of five years of senior management experience, preferably in a non-profit or government capacity.
- Knowledge and experience with the BC Societies Act.

- Knowledge of and experience in working with immigrants, refugees, and visible minorities.
- Excellent financial management skills and experience with budget planning and management.
- Relationship building and stakeholder management.
- Human resources, project and contract management experience.
- Preparation of project or funding proposals.
- Strategic planning, program evaluation and risk assessment and management.
- Experience creating an equitable workplace for a diverse team of employees and clients from across Canada and around the world.

Required Skills and Abilities

- Leadership ability to motivate others to lead, create, and implement new programs and services with key agency stakeholders.
- A healthy posture of learning, advocating and embodying anti-racist and decolonial approaches to organizational leadership and staff relations.
- Excellent verbal and written communication skills.
- The ability to work and communicate effectively with clients, staff, board of Directors, facilitators, volunteers, community organizations, governmental agencies, funders, and the public.
- Exceptional interpersonal skills, including diplomacy, discretion, conflict management, and tact.
- Ability to manage multiple priorities.
- Excellent time management skills.
- Ability to think critically and creatively, and to work independently.
- Ability to understand risk management and liability considerations.
- Proven problem solving and conflict resolution skills.
- Proficiency with Microsoft Office and other software programs and collaboration tools.

Commitment

The Victoria Immigrant and Refugee Centre Society is a mid-sized agency with an annual budget of approximately \$2 million. This is a salaried, full-time permanent position that may require evening work several times a month, as well as occasional travel. Programs are delivered to a diverse staff, contractors, interns, and volunteer roster of up to 50 individuals.