



Executive Director Job Description

Position Title: Executive Director

Reports to: Board of Directors

Position Type: 1-Year Contract (Renewable), Part-Time (4-days/week)

Salary: \$50,000 - \$60,000 annually

Location: Ottawa

Application Deadline: Feb 1 (11:59 AM)

If interested, please send your resume and cover letter to:

margfallis@rogers.com ***no later than Monday, Feb 1 at 11:59 AM.***

About Us:

The Community Laundry Co-op (CLC) is a small grass roots charitable co-operative which has been changing lives through laundry for over 20 years. Marginalized people come to the Co-op for cheap laundry but arrive to find a friendly welcome and someone who can help them solve a problem or access the services they need. A chat over a cup of coffee soon makes them feel at home and before long they have become part of a supportive community. The testimony of people who credit the Co-op with enabling them to get their lives on track is powerful.

CLC's commercial laundry social enterprise uses the same facility, giving Co-op members a chance to gain employment experience while raising revenues that offset operating expenses for the Co-op as a whole.

About the Opportunity

We are seeking an Executive Director with excellent leadership and team-building skills who has a passion for social justice, a strong customer service ethic and an entrepreneurial flare. An executive director who can inspire and motivate others to succeed, provide outstanding service to our members and clients, seize strategic business opportunities, and ensure performance excellence throughout the organization.

Reporting to the Board, you will lead the organization in the areas of Planning and Operational Management; Fund Raising, Financial Planning and Risk Management; Human Resource Management; Community Relations and Advocacy; and operation of the commercial laundry social enterprise.

Major Responsibilities

Leadership

- Provide leadership to the Board, staff and volunteers to create a highly motivated, committed, and achievement-focused and service oriented-organization.
- Provide support to the Board and its committees by participating in board meetings as required; providing advice and doing background research in areas such as policy development and fundraising; providing regular financial and service delivery updates; and by preparing meeting agendas and materials.

Planning and Operational Management

- Work with the Board and staff to develop strategic plans and yearly business plans consistent with the goals of the organization to ensure program stability and strategic evolution.
- Lead social enterprise activities including client acquisition and retention, order fulfilment, and client relations to ensure that this activity generates an increasing amount of revenue for the organization and additional employment opportunities for co-op members.
- Plan, implement, evaluate and report on the organization's programs, operations and services.
- Establish critical policies, processes and procedures to improve operational efficiencies and implement in accordance with Board direction as appropriate.
- Organize major co-op activities such as the AGM and open house.

Fund Raising, Financial Planning and Risk Management

- Work with the Board and staff to prepare a comprehensive annual budget.
- Administer the funds of the organization according to the approved budget, monitor monthly cash flow, and ensure that sound bookkeeping and accounting procedures are followed.
- Develop and implement a robust donor and funder management strategy that includes liaison with potential and established donors and funders; the submission of funding proposals; maintaining relationships; and ensuring compliance with funder reporting cycles, in line with Board approved plans.
- Identify risks and evaluate their potential impact on the organization.
- Ensure regulatory integrity of the organization, and that proper legal, insurance, and regulatory policies, practices and controls are in place and operational to manage risk and liabilities to the organization.

- Ensure the appropriate use, maintenance and security of equipment, facilities and information.

Human Resource Management

- Ensure that the co-op has a positive, healthy and safe work environment in compliance with Accessibility for Ontarians with Disabilities Act (AODA), human rights, anti-bullying, health and safety, and other relevant legislation.
- Determine staffing requirements for the commercial laundry service social enterprise and organizational as a whole.
- Responsible for all aspects of recruitment, development and retention, including staff, volunteer and trainee interviews and selection; on-boarding; training; coaching; performance management, and overall relations.
- Develop and implement human resources policies, systems and processes including the development of job descriptions for all staff and a performance management program.

Community Relations and Advocacy

- Maintain communications with co-op members to stay attuned to their needs.
- Establish good working relationships and collaborative arrangements with community groups, service providers, funders, politicians and other organizations to help achieve the goals of the organization.
- Communicate with funders and other stakeholders to keep them informed of the work of the organization and to identify changes in the community served by the organization.
- Stay abreast of trends and network with other service providers in the sector and geographic area.
- Represent the CLC in interactions with Heartwood House (i.e. the landlord).

REQUIREMENTS

Basic Principle

A belief in and commitment to social enterprise as a stepping stone for marginalized individuals towards full participation in our society and its benefits.

Core Competencies

- Professionalism/work ethic
- Ability to achieve and manage results
- Thoroughness
- Teamwork and Collaboration
- Ability to communicate effectively both orally and in writing
- Ability to work with diverse and vulnerable populations (e.g. at-risk youth, low

- income families, people with disabilities and newcomers)
- Ability to multi-task with strong prioritizing skills
 - Ability develop and manage budgets
 - Flexibility, good judgement and initiative

Qualifications

Essential

- University Degree or College Diploma (Business or Social Sciences) or equivalent combination of education and experience
- 3+ years of relevant experience, including management of an organization and/or running an entrepreneurial venture
- Demonstrated fundraising ability and management funding relationships
- Experience in managing staff, doing performance reviews, and ensuring sound human resources practices are in place
- Excellent oral and written communication and interpersonal skills
- Excellent planning, organizational and people management skills
- Computer proficiency including MS Office Suite
- Valid Ontario's drivers licence
- Valid up-to-date police records check

Desirable

- Experience in the social enterprise or private sector
- Experience working with a community-based social service agency
- Experience working with clients with diverse socio-economic and cultural backgrounds
- Business process improvement experience
- Experience working with a volunteer Board of Directors

Language Designation

English, written and spoken

French, written and spoken is desirable

<https://communitylaundrycoop.ca/careers/>