

Career Opportunity
Chief Executive Officer
June 2019

Deaf & Hear Alberta (DHA), established in 1961, works to bring together Deaf, hard of hearing, and hearing Albertans through services and technology solutions that advance access and opportunity for all Albertans.

DHA provides access to a range of daily living support services to Deaf, deafened, and hard of hearing individuals and their families. We provide services and programs that remove barriers to communication. We also work to increase public understanding of hearing health, and to advocate for a world where the Deaf, hard of hearing and those at risk of hearing loss are recognized and respected so they can fully participate in society.

In consultation with our community, the Board and staff of DHA recently completed a strategic plan outlining our ambitious goals for the future of the organization.

The next step is to hire you as the CEO.

Your visionary leadership will bring the required energy, enthusiasm and business acumen to catapult our organization into the next phase of its evolution.

DHA has been at the forefront of support for Albertans who are Deaf or hard of hearing for over six decades. Our forward- looking strategic plan is designed to build on a foundation of trusted service to expand our impact and fulfill our vision and mission. We are poised to become a provider of a unique wraparound service model. With a diverse, dedicated team of 11 staff, DHA is proud to be there for all who have been touched by hearing loss.

As the CEO of Deaf & Hear Alberta, your immediate role will be partnership broker to accentuate our existing stakeholder partnerships, while adopting disruptive business models that will increase sales revenues and result in innovative fund development.

For more information on the unique work of our organization, please visit www.deafandhearalberta.ca.

Accountabilities as CEO:

Board Governance: You are responsible for the successful leadership and management of the organization under the direction of the Board of Directors. You will ensure DHA achieves its strategic plan. Specifically, you:

Support the Board of Directors in fulfilling its governance role

- Identify and assess internal and external risks to the organization and advise the Board to mitigate those risks proactively
- Implement procedures according to the organization's policies
- Continually review and recommend policy changes to the Board as appropriate.

Oversee Program and Service Delivery: You are accountable for the design and delivery of high-quality programs and services. In collaboration with key stakeholders you:

- Undertake meaningful engagement with the community to assess and identify needs and expectations
- Ensure the organization exceeds expectations of clients, Board, and funders
- Oversee all aspects of program design recognizing the importance of marketing, promotion and evaluation.

Human Resource Management: You are accountable for the fair and effective management of staff. In coordination with the HR Coordinator, you:

- Hire, supervise, and coach all staff
- Implement the performance management program in compliance with current Human Resource policies and relevant legislation
- Ensure compensation and benefit programs are competitive
- Establish a positive, healthy, and safe work environment in accordance with all appropriate legislation and regulation
- Update all human resource policies, procedures and practices including job descriptions.

Financial, Risk, and Asset Management: You are accountable for sound financial and risk management processes. In collaboration with the Executive and Finance Director, you:

- Administer the funds of the organization within the approved budget
- Monitor the revenues and expenditures of the organization, reporting areas of risk and opportunity to the Board
- Ensure financial reporting is relevant, clear, and timely
- Ensure the organization complies with all relevant legislation
- Assess risk to people, property, and reputation.

Strategic and Operational Planning: You are accountable for the implementation of the strategic plan. Through the budget and business plan you:

- Develop and implement a business plan that works towards the goals and objectives encompassed in the strategic plan
- Collaborate with the community, staff, Board of Directors, funders, and relevant stakeholders, to interpret and update the strategic plan
- Set performance targets, hold staff accountable for delivery on targets, and reports to the Board on success and failures.

Resource Development, Communications and Public Relations: You are accountable to steward the resources and key relationships of the organization. Specifically, you:

- Create, strengthen, and magnify DHA's reputation in the community as a partner of choice
- Sustain a strong fiscal position
- Create and implement a robust resource development plan to support the strategic direction of the organization
- Communicate with service providing agencies, community groups, funders, allied organizations, vendors, and other community groups to keep them informed of the work of the organization
- Identify and pursue collaborative arrangements to help achieve mutually beneficial goals

- Are comfortable being the face of the organization.

Essential Knowledge, Skills, and Abilities:

- Ability to quickly assess the current state of the organization, its immediate priorities, and act quickly to create positive momentum
- Build strong relationships with the community, Board members, staff, funders, stakeholders and organizational partners
- Build trust and confidence in the community and staff team
- Demonstrate innovative and creative thinking
- Convey a realistic vision for the organization's future growth and direction
- Demonstrate integrity, trust, credibility, and foresight
- Deliver planned results
- Strong people skills, a collaborator, and a team builder
- Energetic, empathetic, and enthusiastic.

Desired Qualifications

- A minimum of ten years' experience in a senior role in charity, non-profit, social enterprise, business or public sector
- A proven history of leadership and successful strategy development and implementation
- Strong business acumen
- Extensive fund development skill and a history of delivering results
- Persuasive communication and marketing savvy to build the organization's profile and visibility
- Proven financial acumen and ability to steward the organization's resources, finances, capital assets, and technology
- Ability to communicate in ASL is an asset
- Expertise and experience in growing organizations and developing teams.

Deaf & Hear Alberta strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. DHA is committed to following recruitment and selections practices based on merit, transparency, accessibility, and inclusion. All candidates have a fair opportunity for employment with DHA. To help ensure that this commitment is met, DHA is committed to working with all candidates that require an accommodation. If you require an accommodation, please state in your cover letter what accommodation you require and DHA will work with you to meet your needs at every stage of the recruitment and selection process. We thank all applicants for their interest in DHA, however, only those selected for an interview will be contacted.

Interested candidates will submit, via email only, a resume, a cover letter, and mention how you learned of the position no later than July 3rd, 2019 to:

Leslie Brachman
Finance and Human Resources Administrator
Deaf & Hear Alberta
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