

## Position Title: Executive Director

Date: March 2025

### ABOUT OMSSA

The Ontario Municipal Social Services Association (OMSSA) is a non-profit, non-partisan organization whose members are Ontario's Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs). By supporting, connecting and advocating for our members across Ontario, we help them to achieve their collective mission of delivering the best human services outcomes for Ontario's municipalities.

### POSITION PURPOSE

To effectively lead, manage, coordinate and conduct the affairs of OMSSA in accordance with the Association's mission, by-laws, policies and procedures and in keeping with the Board of Director's priorities and strategic directions including:

- Providing high quality education and support services to its members
- Advancing the Associations' government relations strategy
- Promoting the policy knowledge and direction of the Association and its members
- Supporting best practice and innovation in the provision of Service System Management
- Ensuring the Association's activities meet Members' needs and expectations
- Ensuring the financial health and viability of the organization

### ACCOUNTABILITIES AND RELATIONSHIPS

Reports to the Board of Directors.

The following positions currently report to this position:

- Administrative Assistant
- Director Education
- Communication and Member Engagement Manager
- Finance and Human Resources Manager
- Business Development Representative
- Manager, Policy Development and Public Affairs
- Manager, Research and Conference Planning
- Education and Research Coordinator

### PRIMARY DUTIES AND RESPONSIBILITIES

Through guidance and facilitation, the Executive Director enables the Board of Directors to carry out their leadership and fiduciary duties in a manner that maximizes their value and contribution. The Executive Director will ensure the Association continually evolves to meet changing membership needs, and the political and social environment, maintaining a sphere of influence that includes the voice of all the 47 Members and utilizes knowledge of key figures and initiatives in all orders of government.

The Executive Director performs some or all of the following:

### **Leadership**

- Participate with the Board of Directors in developing and implementing a vision and strategic plan to guide the Association.
- Identify, assess, and inform the Board of Directors of internal and external issues that affect the Association.
- Act as a professional advisor to the Board of Directors on all aspects of the Association's activities.
- Foster effective teamwork between the Board and the Executive Director and between the Executive Director and staff.
- Act as a spokesperson for the Association, in addition to the President of the Board and other identified Board and Staff members. Conduct official correspondence on behalf of the Association as appropriate and jointly with the Board when appropriate.
- Represent the Association where required to enhance the Association's community profile.
- Work with Board committees to create, address and review by-laws, policy and accountabilities.
- Promote the Association and its programs and key messages to members, key interested parties, partners, government, media and the general public.
- Promote the role of Service System Management to provincial government, municipal leaders and other key stakeholders.
- Develop relationships with Members, like-minded organizations, and government to move forward to member objectives.
- Facilitate and attend Board and Executive Meetings.
- Be an acknowledged leader in the sector.
- Constantly and consistently work ahead of the curve on sector issues, policy and member needs.

### **Operational planning and management**

- Develop an operational plan which incorporates goals and objectives that work towards achieving the strategic plan of the Association.
- Ensure that the operation of the Association meets the expectations of its Members, Board, staff and other interested parties.
- Oversee the efficient and effective day-to-day operation of the Association.

- Draft policies for the approval of the Board and prepare procedures to implement the Association's policies; review existing policies as required and recommend changes to the Board as appropriate.
- Ensure that all required files are securely stored, and privacy/confidentiality is maintained.
- Provide support to the Board by preparing meeting agenda and supporting materials.

### **Program planning and management**

- Oversee the planning, implementation and evaluation of the Association's services and special projects.
- Ensure that the services offered by the Association contribute to the Association's mission, reflect the priorities of the Board, and the needs of the membership.
- Monitor the delivery of the programs and services of the Association to assure product and delivery quality.
- Oversee the planning, implementation, execution and evaluation of special projects.

### **Human resources planning and management**

- Determine staffing requirements for Association management and service delivery.
- Oversee the implementation of the human resources policies, procedures and practices including the development of job descriptions for all staff.
- Establish a positive, healthy and safe work environment in accordance with best practices and all appropriate legislation and regulations.
- Recruit, interview, and select staff that have the right technical and personal abilities to help further the Association's mission.
- Implement a performance management process for all staff which includes establishing performance objectives, monitoring performance and conducting annual performance reviews.
- Coach and mentor staff as appropriate to improve performance and address performance concerns as appropriate.
- Release staff when necessary, using appropriate and legally defensible procedures, in consultation with the board.
- Provide inspirational leadership and create a professional, inclusive and effective organization.
- Adopt a succession planning attitude to ensure the right resources are available.

### **Financial planning and management**

- Work with staff and the Board and Committees to prepare a comprehensive budget.
- Lead strategy for sponsorship programs, and new revenue generation and identify and pursue new business development.
- Work with the Board to secure adequate funding for the operation of the Association.
- Research alternative funding sources, oversee the development of sponsorship plans and write funding proposals to increase the funds of the association.
- Ensure the Association's intellectual and financial assets are managed, and gaps are reported to the board.

- Approve expenditures within the authority delegated by the Board.
- Ensure that sound bookkeeping and accounting procedures are followed.
- Administer the funds of the Association according to the approved budget and monitor the monthly cash flow of the Association.
- Provide the Board with comprehensive, regular reports on the revenues and expenditure of the Association.
- Ensure that the Association complies with all legislation covering taxation and withholding payments.
- Release all payments where authorized.

### **Membership relations/policy/advocacy**

- Manage a member relationship strategy.
- Communicate with partners to keep them informed of the work of the Association and to identify opportunities to partner with the Association.
- Promote the Association and its programs and key messages to members, key interested parties, partners, government, and media and the public as appropriate.
- Work with the Board of Directors on governance policy issues by providing support and by initiating approved recommendations or actions.
- Provide strategic direction and support to the Association's policy and advocacy function.
- Establish good working relationships and collaborative arrangements with different levels of government, funders, ministries, and other associations to help achieve the goals of the Association.
- Report routinely on member satisfaction and address any issues.
- Look at the potential of expanding membership.

### **Risk management**

- Identify and evaluate the risks to the Association (members, staff, Board), property, finances, goodwill, reputation and image and implement measures to control risks.
- Ensure that the Board of Directors and the Association carries appropriate and adequate insurance coverage.
- Ensure that the Board and staff understand the terms, conditions and limitations of the insurance coverage.
- Review, monitor and report on internal control mechanisms.

## **QUALIFICATIONS**

### **Education**

- University degree in a related field or equivalent experience

### **Knowledge, skills and abilities**

- Knowledge of leadership and management principles, as they relate to non-profit associations.



- Knowledge of all federal and provincial legislation applicable to non-profit associations including: employment standards, human rights, occupational health and safety, charities, taxation, CPP, EI, health coverage.
- Knowledge of current human services challenges and opportunities relating to the mission of the association.
- Knowledge of human resources management.
- Knowledge of financial management.
- Knowledge of project management.
- Knowledge of the responsibilities and applicable policies and directives related to service system management.

#### **Proficiency in the use of computers for:**

- Word processing (Microsoft suite of products or equivalent)
- Financial management
- E-mail
- Internet, especially social media

#### **Experience**

8 years demonstrated progressive management experience in leadership working with a non-profit, provincial ministry, municipality, or senior leadership in the human services sector.

Experience providing immediate and appropriate assessment of complex issues of concern to stakeholders including among others (but not limited to), various levels of government, the media, and the general public.

#### **Working Conditions**

- OMSSA no longer has a physical office but rather operates virtually. The Executive Director will generally work in a home-office environment, but the mission of the Association may sometimes require visits to other settings such as offices, conference centres, hotels and government agencies.
- The Executive Director works a standard work week, but additionally will occasionally work evening, weekends, and overtime hours to accommodate activities such as Board meetings and representing the Association at public events.

To explore this opportunity further, please visit OMSSA's website. **The deadline for applying is Tuesday, April 22, 2025.** All responses should be made to Adrienne Jugley at [executivedirector@omssa.com](mailto:executivedirector@omssa.com).