



## North Island Crisis & Counselling Centre Society Job Description

### **JOB TITLE: ASSISTANT TO THE EXECUTIVE DIRECTOR**

#### **JOB SUMMARY**

The Assistant to the Executive Director assists the Executive Director oversee the day-to-day operation of the agency and its staff. This includes ensuring the delivery of appropriate quality services, meeting in accordance with external compliance standards, expanding services to other sites and communities, integrating services with other programs, managing budget expenditures and revenues, and evaluating program and outcomes.

The Assistant to the Executive Director is also responsible to maintain productive and collaborative relationships within the organization and with community partners and funders, seeking out and assisting in securing new revenue sources.

#### **KEY ACTIVITIES AND RESPONSIBILITIES**

##### **Program management, growth, and accountability**

1. Provide active leadership to the program staff through consultation, training and support in accordance with agency values and guidelines.
2. Proactively evaluate program performance on a regular and ongoing basis; use collected data and information to make needed improvements (performance management).
3. Assist Executive Director, as needed, with the development and implementation of action plans, budgets, and training plans.
4. Participate and provide mentorship in the accreditation and quality improvement processes.
5. Actively pursue, develop and/or participate in new initiatives to expand programs and services in response to identified needs in the community and mission goals of the agency.
6. Organize, conduct and document staff trainings and in-services in accordance agency expectations
7. Actively participate in the orientation of new staff members.

##### **Regulatory Compliance**

1. Actively monitor compliance in accordance with contract requirements and agency procedures.
2. Actively participate in the development of program budgets and monitor program performance according to set budget guidelines.
3. Comply with and enforce agency administrative procedures and policies to assure efficiency and reduce delay and complications.

##### **Risk Management**

1. Set a proactive tone by creating a culture that identifies risk and learns from challenges.
2. Work with staff to develop and follow a comprehensive approach to prevent, manage, reduce risk and protect the Society's resources and assets, including property, income, liability, human resources, reputation, mission, governance, fiduciary, vulnerable populations, and risk associated with inter-agency collaboration

##### **Documentation and Reporting**

1. Actively monitor accuracy and completeness of data in accordance with agency expectations.

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2. Produce program performance reports and invoices in accordance with agency and contract requirements.

### **Community Relations**

1. Actively promote NICCCS and our programs with our community partners to assure maximum cooperation, high quality services, contract compliance and further program development.
2. Attend and participate in meetings at NICCCS, with other stakeholders, related committees and working groups, locally and regionally and in other relevant meetings as needed.
3. Closely work with other NICCCS programs to integrate services across program boundaries and maximize benefits for all clients and participants.
4. Analyze and recommend strategies to expand program services and to grow financial resources for the counselling program; assist as needed with proposals and other fundraising efforts.

### **ABILITIES, SKILLS, KNOWLEDGE**

- Ability to direct effective clinical services; and to motivate and develop direct service providers towards excellence in their work
- Computer skills and proficiency with Microsoft Office suite software a must; experience working with Electronic Records Management system software/databases preferred
- Strong organizational skills and timely follow-up managing complex tasks associated with providing services under multiple contracts with different expectations, requirements, and outcomes
- Solid communication (written and oral), collaboration and intervention skills
- Able to effectively and respectfully resolve conflicts
- Proven ability to work successfully in a multi-cultural/multi-ethnic environment
- Able to balance competing demands and maintain effective working relationships with staff, participants, volunteers, collaborators, and the general public
- Exceptional team building, leadership, and group facilitation skills

### **QUALIFICATIONS PREFERRED**

- A minimum of 2 years of experience working in community-based counselling or mental health programs.
- A minimum of 3 years of experience working within ethnically-diverse communities and communities experiencing trauma, addictions and poverty.
- A minimum of 2 years of computer experience

### **ADDITIONAL INFORMATION**

This position is required to work in a stressful environment, dealing with clients in often complex situations and circumstances. Work may be conducted outside normal office hours, depending upon client's availability. Some work situations may take place outside the NICCCS office, i.e. First Nations Health Centres, schools.

A valid B.C. driver's licence and road-worthy vehicle are required to carry out the duties of this position. The vehicle must be equipped with winter tires between October 1 and April 1 of each year.



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I acknowledge that I have received a copy of my job description and I commit to follow my duties and responsibilities as defined within it.

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Signature

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Date