



**Comox Valley Hospice Society
Job Description: Executive Director**

WHO WE ARE

The Comox Valley Hospice Society is:

A community supported, self-sustaining organization that models excellence

Our purpose is:

To ease the journey of dying and grieving

We believe in:

- Compassionate person-centered care and support
- Respect for personal autonomy and choice
- Teamwork and community collaboration
- The value of our volunteers
- Relationships grounded in honesty, integrity, and trust
- Thoughtful stewardship of all financial resources

POSITION SUMMARY

Reporting to the Board of Directors, the Executive Director (ED) is pivotal in the execution of the organization's strategic plan and policies as they relate to planning, organization, coordination, and management of all Comox Valley Hospice Society (the Society) programs and services. As the face of the Society, the ED is a passionate, system-wide thinker who builds productive relationships with funders, donors, partners with the healthcare system and the broader community.

Working with others as a leader and partner, the ED encourages engagement of staff and volunteers who provide psycho-social support to Comox Valley residents who are palliative and to their loved ones as they support their person's end-of-life journey and as they grieve the loss, respecting and supporting end-of-life choices including Medical Assistance in Dying (MAiD).

The ED drives positive outcomes for clients, families, and caregivers in a professional work culture that demonstrates compassion and the highest standards of care.

WORK ENVIRONMENT

- Works in an office environment with some local and regional travel required
- Works closely with the Board of Directors, staff, and volunteers
- Daily hours are flexible and are required to be consistent with the business needs of the organization (30 to 35 hours per week)
- Valid BC Driver's Licence and vehicle with appropriate insurance required
- Current Criminal Record Check and Vulnerable Sector Screening required (and updated as required by the Board)



KEY LEADERSHIP RESPONSIBILITIES

The ED leads and manages the day-to-day operations of the Comox Valley Hospice Society including program planning and management, operational planning, financial oversight, community relations, fundraising, communications, human resource management, quality, safety, and risk management.

- In collaboration with the Board, undertakes to secure the long-term viability and sustainability of the organization
- Drives clarity of the vision, mission, and values of the Society, exercising compassion and skill to ensure dignified, client-focused care, and family-centred support
- Enhances collaborative relationships with various healthcare and social service agencies relevant to the provision of hospice palliative care and bereavement
- Provides support to a small but dedicated staff and a sizeable contingent of volunteers who service individuals and families experiencing the challenges of end-of-life care and loss; these services are provided within the home, hospital, care facilities, our community hospice, and the Society offices
- Envisions and conveys the organization's strategic future to staff, volunteers, donors, clients, community partners, and the rest of the community
- Demonstrates commitment to the work of the Society, hospice palliative care, and bereavement

PROGRAM PLANNING AND MANAGEMENT

- Ensures appropriate implementation, documentation, and evaluation of hospice programs and services
- Has a strong belief in the value and utilization of clinical and non-clinical volunteers and ensures the existence of a supported and effective volunteer program
- Assesses trends and issues with respect to impact on program planning and delivery

OPERATIONAL PLANNING AND MANAGEMENT

- Develops an operational plan that incorporates goals and objectives that work toward the strategic direction of the organization
- Enables and implements the use of technology in all its various forms and regards it as essential in the areas of record keeping, client and volunteer databases, budgeting/financial management systems, marketing, communication, and fundraising
- Executes the contractual requirements mandated by funding bodies
- Prepares, regularly reviews, and amends the Society operational plan after Board consultation and approval
- Tracks and reports operational and quality indicators as requested by the Board
- Ensures all required organizational policies are in place, reviewed, and updated, as warranted



- Ensures the Comox Valley Hospice Society remains in compliance with changing legislation through regular information updates and evaluations leading to new policies or directives, with Board input
- Acts as the Privacy Officer to ensure that human resources, client, donor, and volunteer files are securely stored, and privacy/confidentiality is maintained
- Keeps the Board fully informed on the condition of the organization and all factors influencing it
- Maintains official records and documents and ensures compliance with federal, provincial, and local regulations

FINANCIAL MANAGEMENT

- Oversees day-to-day financial operations
- Develops, and executes accordingly, a comprehensive annual budget for Board approval
- Provides the Finance Committee with quarterly financial reports from which the Treasurer provides a quarterly financial report to the Board
- Liaises with the external accountant for an annual Notice to Reader Review on the revenues and expenditures of the Hospice Society and ensures that the financial statements are reviewed and approved by the Treasurer for the Annual General Meeting of the Society (which is held annually in September)
- Ensures that the organization operates within budget guidelines
- Administers the funds of the organization according to the approved budget and in compliance with any requirements of the funder
- Monitors the monthly cash flow of the organization

COMMUNITY RELATIONS

- Represents the Comox Valley Hospice Society at community and professional activities to enhance the organization's community profile and performs speaking engagements as required
- Establishes good working relationships and collaborative arrangements with community groups, funders, politicians, and other organizations to help achieve the goals of the organization
- Demonstrates the highest standard of ethics dealing with all stakeholders
- Represents the programs and the point of view of the organization to agencies and organizations
- Builds community support through networking, public relations, advocacy, and fundraising

FUNDRAISING

- Provides strategic guidance and innovative ideas toward the accomplishment of current and future fundraising goals
- Develops relationships with current and prospective fundraising partners



- Leads, collaborates, and engages the development, implementation, execution, and evaluation of the organization's fundraising activities
- Participates in fundraising initiatives and donor stewardship
- Researches funding sources, oversees the development of fund-raising plans, and writes funding and grant proposals

COMMUNICATION

- Ongoing refinement of all aspects of communications (from web presence to external relations) with the goal of creating a strong brand, as well as utilizing external events, presentations, and other opportunities to build a stronger local and online presence
- Publicizes the activities of the organization, its programs, and goals
- Maintains awareness of emerging technology

HUMAN RESOURCE MANAGEMENT

- Maintains a positive, healthy, and safe work environment in accordance with all appropriate legislation and regulations
- Oversees the implementation of human resources policies, procedures, and practices
- Ensures a performance management process for all employees and follows all Human Resource policies hiring staff and recruiting volunteers in accordance with all applicable legislation including the Canadian Human Rights Act
- Determines staffing requirements (paid staff and volunteers) for the organization and ensures that all aspects of human resources and volunteer management contribute to a culture of compassion and excellence and inclusion
- Models, invites, encourages, and supports collaborative working relationships amongst board, staff, and volunteers
- Ensures staff and volunteers are strongly supported, within an environment that can be emotional and challenging at times

QUALITY, SAFETY, AND RISK MANAGEMENT

- Ensures review of incidents and adverse events bringing to the attention of the Board any serious incidents
- Identifies and evaluates all components of risk management and keeps the board apprised
- Assesses trends and issues to identify and recommend opportunities for continued improvement in hospice services



QUALIFICATIONS

Education

- Minimum requirement: a bachelor's degree in health care or social services; preference will be given to those holding a master's degree in these fields
- Five or more years of progressive senior leadership, management, and fundraising experience

Knowledge and Experience (See Schedule A)

Skills and Abilities (See Schedule B)



SCHEDULE A: Knowledge and Experience

- Proven leadership, coaching, and relationship management experience
- Past success working with a Board of Directors with the ability to cultivate existing board member relationships
- Knowledge of the cornerstones of health care and non-profit environment, including staff, volunteer, and program development
- Knowledge of theoretical and practical skills and knowledge related to grief, loss, end of life care, and bereavement support
- Demonstrated commitment to ongoing, professional development and growth and, in particular, end-of-life care and associated fields
- Knowledge of counselling skills and community resources is an asset
- Knowledge of current community challenges and opportunities relating to the mission of Comox Valley Hospice Society is an asset
- Experience that demonstrates a strong belief in the value and utilization of highly trained palliative and bereavement volunteers as part of the client's care team
- Knowledge and/or demonstrated experience working with boards and the Policy Governance Model is an asset
- Effective attention to detail and a high degree of accuracy
- Knowledge of federal and provincial legislation applicable to not for profit charitable and hospice palliative care organizations
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills



SCHEDULE B: Skills and Abilities

- Strong written and verbal communication skills
- Demonstrated problem solving and listening skills
- An aptitude for creative and collaborative problem solving
- The ability to demonstrate a compassionate and inclusive style
- Able to work alongside people as respected peers and partners
- The ability to work effectively in collaboration with diverse groups of people and is sensitive to various cultural practices.
- Good judgment and informed, sensible, decision-making capabilities
- Is recognized for a high degree of self-awareness, integrity, respect, empathy, compassion, commitment, accountability, and interpersonal skills
- Self-awareness of attitudes/beliefs towards own death
- Proven public speaking and presentation abilities