



AMCAL FAMILY SERVICES

Job Title:	Executive Director
Reports to:	AMCAL Board of Directors
Job Type:	Full-time, regular
Primary Location:	On-site (Pointe-Claire QC) and remote work
Salary range:	\$85K to \$100K, commensurate on quality of experience

AMCAL Family Services (www.amcal.ca) is a West Island non-profit organization founded in 1975 which serves families facing conflict relationships, through its residential, clinical and outreach programs. AMCAL operates from a systemic, strengths-based, solution-focused theoretical orientation. (See website for further information.)

Position Summary and Primary Responsibilities:

The Executive Director (ED) is the bridge between the various stakeholders: The Board, the staff, the clients, the donors/sponsors, the community, and the agencies.

The ED is responsible for: (Description below)

1. Leadership
2. Human Resources
3. Operations
4. Finances
5. Communications

Required Competencies:

- 3 to 5 years of experience in a comparable role
- Strong management, organizational, time & people management skills and is numerate
- High level of emotional intelligence and proven soft skills experience
- Bachelor's degree
- Significant training in Administration/Management
- Fluently bilingual in English and French written and spoken
- Assets: Training in
 - Group & family dynamics, interpersonal relations
 - Social psychology
 - Human Resources and team dynamics
 - Process improvement
 - Equity, diversity, and inclusion
 - Master's degree
 - Other languages

JOB DESCRIPTION:

- **Leadership:**
 - Develops and presents strategic initiatives that support the organization's purpose
 - Exercises initiative, critical thinking and good judgment
 - Brings people together even in challenging situations
 - Leads by example, treats people with dignity, respect, and professionalism always
 - Coaches and/or mentors' staff towards growth and development
 - Provides constructive feedback that relays appreciation, guidance, and objective assessment of work performed
 - Challenges staff to find new and/or better ways of doing the necessary program work



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- Encourages and enables team and individual autonomy
- Works effectively with the various stakeholders to address their needs and issues
- Committed to continuous education for oneself and staff
- Actively shares knowledge, insight, and information as a keystone pillar inherent to leadership

- **HR:**
 - Oversees the work and wellbeing of the Assistant Director, Financial Director, Clinical Director and 4 other Managerial staff members, who in turn oversee the work and wellbeing of the program coordinators
 - Recruits, trains, evaluates, motivates, and engages staff at all levels
 - Deals with sensitive and challenging team dynamics and complex relational matters
 - Fosters a collegial work environment that is accepting, inclusive and professional
 - Demonstrates empathy towards staff challenges, wellness, and mental health issues with tact and confidentiality

- **Operations:**
 - Is responsible for the well-functioning of program delivery and oversight of AMCAL's facility, infrastructure, and property
 - Interprets community needs and translate them into appropriate family support services that focus on clients' needs and satisfaction
 - Identifies and diagnoses problems using process improvement techniques and change management initiatives
 - Engages colleagues at all levels to work towards setting measurable goals and objectives
 - Documents processes and procedures, measures progress and results

- **Finances:**
 - Is responsible for coordinating fundraising programs, program revenue generation, expense control, forecasting, budgeting, and financial reporting
 - Manages an annual operating budget of at least \$500,000, and effectively reports data analysis via comprehensible spreadsheets

- **Communications:**
 - Acts as an ambassador for AMCAL at relevant events (PR, public speaking, liaison with 3 levels of government) and continually seeks to grow and/or adapt the organization to service families
 - Communicates effectively, applying both active listening and public speaking skills
 - Represents the agency in all forms of media
 - Adapts styles based on context, audience, and situation
 - Synthesizes information in a clear and concise manner
 - Objectively summarizes delicate situations

What AMCAL can offer you:

- Meaningful work
- Dedicated team
- Minimal bureaucracy
- Autonomy
- Personal and professional growth
- Renovated workspace (in lakeside village)
- Life balance
- Employee Assistance Program



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Work process:

- A hybrid work model is being considered and will be discussed during interviews
- The first 6 months of this position will be considered a probation period. A probation review conducted by the Board will determine the suitability of an extension or otherwise.

If interested, please send your CV to:
Susan Hough, President of AMCAL Board of Directors, susan.hough99@gmail.com