

## EXECUTIVE DIRECTOR JOB PROFILE

<b>POSITION TITLE:</b>	Executive Director, British Columbia Bereavement Helpline (BCBH)
<b>PROGRAMS:</b>	Bereavement Helpline; BC Victims of Homicide; Traumatic Loss Support Groups; Traumatic Loss Support Training and Education
<b>REPORTS TO:</b>	President, Board of Directors, BC Bereavement Helpline

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### THE BC BEREAVEMENT HELPLINE

The BC Bereavement Helpline (BCBH) was established as a charity in 1988 and has become a provincial leader in providing education, support, and advocacy for the bereaved, their caregivers and professionals.

- **Vision:** To provide support to anyone coping with grief and loss.
- **Mission Statement:** The BC Bereavement Helpline is committed to facilitating the provision of care and support to the bereaved, caregivers and service providers and to increase public understanding of grief as a life process through education, support, advocacy, networking, and dissemination of information.
- **Core Values:** Compassionate. Trustworthy. Resourceful. Inclusive.
- **Equity and Diversity:** The BC Bereavement Helpline is committed to equity. We seek qualified applications from underrepresented groups including persons of colour, Indigenous, trans and gender variant persons, older adults, and persons with disabilities. BCBH is committed to being an inclusive, welcoming, and unbiased employer and service provider. Further, we are encouraging members of these communities to apply for this position.

### PROGRAMMING

BCBH provides several different programs and approaches in advocating for and increasing community bereavement support:

- The Helpline: trained volunteers provide compassionate listening and referrals for the bereaved, family members, caregivers or professionals via phone or email Monday, Tuesdays and Thursdays 9am – 5pm, Wednesdays and Fridays 9am – 8:30pm and Saturdays 9am – 1pm.
- The BCBH Provincial Grief Resource Directory: each year, BCBH updates the 200+ grief-specific contacts in its directory and canvasses the province for new supports to ensure that callers/emailers have one organization they can contact to receive any and all grief supports available for their specific needs.
- Traumatic Loss Support Groups: BCBH and its subsidiary program, BC Victims of Homicide, provide peer-led support groups for homicide loss and suicide loss (in partnership with the Crisis Centre of BC).
- Traumatic Loss and Grief Education and Training: BCBH provides unique custom training on how to support in the aftermath of a traumatic loss and responds to community requests for grief education presentations.

The BC Bereavement Helpline and BC Victims of Homicide program are supported by the Government of British Columbia, the Federal Government of Canada, foundation and community grants, members, donations and fundraising.

### **ROLE OF EXECUTIVE DIRECTOR**

Reporting to the President of the Board, the Executive Director is responsible for the successful leadership and management of the organization according to the strategic direction set by the Board of Directors.

#### **Primary Duties and Responsibilities**

##### *Working with the Board of Directors*

- Work with the Board of Directors in developing a vision and strategic plan to guide the organization.
- Identify, assess, and inform the Board of Directors of internal and external issues that affect the organization.
- Liaise with Board President, plan meeting agendas, and attend Board meetings.
- Inform Board of activities and financial status through regular Board meeting reports.
- Support Board in developing sound decisions and policies.

##### *Financial planning and management*

- Work with staff and the Board to prepare a comprehensive annual fiscal year budget.
- Work with the Board to ensure adequate funding for the operation of the organization.
- Approve expenditures within the authority delegated by the Board.
- Ensure that sound bookkeeping, and accounting procedures are followed.
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow of the organization.
- Work with the Bookkeeper and Board Treasurer to provide the Board with regular reports on the revenue and expenditures of the organization.
- Ensure that the organization complies with all legislation covering taxation and withholding payments.

##### *Leadership*

- Advocate and promote the BC Bereavement Helpline as a provincial leader in bereavement support.
- Work to expand stakeholder and partnership relationships.
- Represent the organization at events to enhance the organization's community profile.
- Act as a spokesperson for the organization.

##### *Operational planning and management*

- Develop operational plans which incorporate goals and objectives that work toward the strategic direction of the organization.
- Oversee the efficient and effective day-to-day operations of the organization.
- Ensure that personnel, client, donor and volunteer files are securely stored, and privacy/confidentiality is maintained.

### *Program planning and management*

- Oversee the planning, implementation and evaluation of programs and services as guided by the strategic plan.
- Ensure that the programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the Board.
- Monitor the day-to-day delivery of programs and services of the organization to ensure quality and seek opportunities for improvement.
- Oversee the planning, implementation, execution, and evaluation of special projects.

### *Grant Writing and Fundraising Management*

- Oversee the development of fundraising plans and write funding proposals to increase the funds of the organization.
- Research and complete recurrent grant proposals.
- Research new funding sources via networking, community outreach and subscribed online grant database.
- Spearhead and participate in fundraising events.

### *Human resources*

- Support and manage Program Coordinator, three part-time contractors and practicum student (as desired).
- Determine appropriate staffing and volunteer requirements for organizational management and program delivery.
- Oversee the implementation of the human resources policies, procedures and practices including the development of job description for staff, contractors, and practicum students.
- Establish a positive, healthy, and safe work environment in accordance with all appropriate legislation and regulations.
- Ensure that appropriate policies are in place for effective and consistent onboarding and training of volunteers, staff, and contractors.
- Implement a performance management process for staff on an on-going basis and conducting an annual performance review.
- Coach and mentor staff as appropriate to improve performance.
- Discipline staff when necessary, using appropriate techniques; release staff when necessary, using appropriate and legally defensible procedures.

### *Community relations/advocacy*

- Establish good working relationships and collaborative arrangements with community groups, stakeholders, funders, politicians, and other organizations to help achieve the goals of the organization.
- Participate in community events, steering committees, and seminars to further BCBH stakeholder connections and public profile.
- Work with Program Coordinator to develop and make presentations as appropriate; be open to connect with media and community groups to promote BCBH as a provincial resource for grief and loss events and issues.

### Desired Qualities and Experience

- Passion for helping the bereaved
- Proven, strong organizational, operational and administration skills
- Exceptional verbal and written communication skills including those necessary for grant proposals and other fundraising endeavours as well as for public-facing activities
- Understanding of non-profit organizations governance, and working with Boards of Directors
- Knowledge of and experience in Strategic Planning
- Aptitude for and demonstrated success in developing and maintaining annual budgets and associated financial/operational oversight
- Interest and ability to work independently and with others (staff and volunteers that include the Board of Directors)
- 3-5 years non-profit management experience with a preference for Executive Director experience
- Proven track-record managing, supporting and coaching staff and/or volunteers
- Undergraduate degree or equivalent career experience
- Comfort and experience with computer systems, remote working and software (Microsoft Outlook, Word, Excel, PowerPoint; Slack, Google Docs, Zoom)

### Location and Hours of Work

- The BCBH office is located in downtown Vancouver.
- BCBH operates on a 35-hour workweek; 9am – 5pm with a 1 hour lunch.
- Some evening and weekend work may be needed for special events or Helpline operations.

### Compensation

- Total compensation is \$65,000 - \$70,000 depending on experience.
- Health benefits can be negotiated as part of the total compensation package. e.
- Generous vacation package, sick leave and bereavement leave.

### To Apply

In confidence, please send your letter of interest and résumé via email at [BCBH-HR@shaw.ca](mailto:BCBH-HR@shaw.ca) no later than December 2, 2022. Only applicants invited for an interview will be contacted.

Due to the upcoming holiday season, we will plan for interviews beginning the week of January 3, 2023. Targeted start date is March 1, 2023 with one month training from the existing Executive Director.