

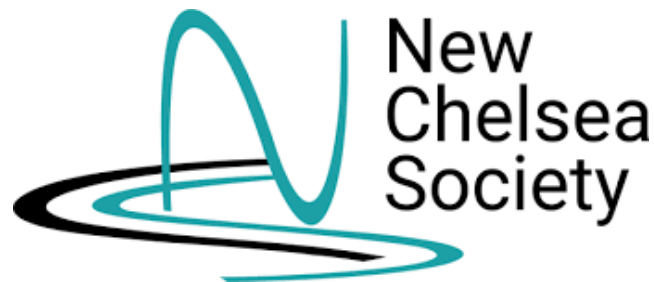


Mosaic Executive Search



Opportunity Profile

Chief Executive Officer





About New Chelsea Society

The New Chelsea Society (“NCS”) was founded by branches of the Royal Canadian Legion in the Vancouver area in 1952 with the intent to provide affordable housing to veterans. As their communities evolved, NCS evolved alongside them and broadened their mandate to include seniors, people with disabilities, and families. NCS currently operates with a ~\$19M budget and has assets consisting of over 1,430 homes across 20 properties throughout Vancouver, North Vancouver, Burnaby, Port Coquitlam, and Surrey.

One of the largest affordable housing societies in the lower mainland, NCS’ properties offer residents a range of housing options to fit their needs. Additionally, they have temporary housing available at Winch House for members of the Royal Canadian Legion, the Army, Navy, and Air Force Veterans in Canada, and for emergency first responders who have been injured and need a welcoming place to heal.

The mission of NCS is to provide safe, secure, and affordable homes along with the needed supports to empower residents to live their fullest lives in community. They do this through:

- Providing homes for anyone struggling to find appropriate affordable housing.
- Understanding, facilitating, and connecting residents with support agencies, while also developing programs to strengthen successful tenancies.
- Developing community-building initiatives and activities that provide residents with rich opportunities for involvement in their communities.

NCS is an organization that prioritizes a “people first” approach to building compassionate communities that value diversity and inclusivity. To NCS, “housing with heart” means being more than just a non-profit housing society or landlord. It means committing to the wellbeing of every individual who lives in an NCS residence.



The Opportunity: CEO

For more than 25 years, NCS enjoyed consistent leadership under award-winning CEO Patrick Buchannon. Over his remarkably successful tenure, the organization grew from four properties and a handful of staff to over 20 properties and 60 staff. As a result of his recent passing, NCS is now recruiting a new Chief Executive Officer to guide and lead the organization through its next key chapter, which will be focused on honouring its legacy while continuing to innovate and serve the community's dynamic and evolving needs.

The CEO reports to the Board, which has intentionally recruited new members over the years to diversify their collective professional backgrounds and lived experiences to reflect the communities they serve. The CEO is supported by the COO, CFO, Director of Administration & HR, and Manager of Chelsea Park.

The CEO will inherit the following strategic priorities:

1. Healthy Homes (optimizing assets)
2. Resilient and Inclusive Communities (optimizing resident satisfaction and understanding their needs)
3. Organizational Stability (comprehensive corporate, financial, operational, and cultural optimization)



Key Responsibilities

Key responsibilities include but are not limited to:

Strategic and Corporate Planning

- Initiating, developing, and implementing the organization's multi-year business plan, including the prioritization and achievements of identified strategic outcomes and performance measures.
- Developing a coordinated system of Quality Improvement and Risk Management to continually monitor, identify, and evaluate risk and improve outcomes.
- Maintaining NCS' operations, programs, and services in compliance with all operating agreements.
- Developing strategic partnerships and liaising effectively with key local, provincial, and national organizations for planning strategies and staying on top of market trends and opportunities.

Leadership

- Promoting a quality and inclusive work-life environment for all of NCS' diverse staff.
- Ensuring that practices do not violate the spirit, terms, and conditions set out in any operating agreements.
- Acting as the senior resource person for all escalated employee relations matters.
- Establishing and maintaining an effective system of communications throughout NCS to external partners and the community.
- Providing the management staff with education, coaching, mentoring, counselling, and support in their attainment of professional development goals and succession planning objectives.
- Providing regular reports to the Board and ensuring the collection of relevant internal and external data to support Board decision-making and planning processes.



Financial

- Preparing annual operating/management plans for consideration by the Board.
- Strategically allocating financial, human, and physical resources to meet operational needs.
- Developing and monitoring departmental/service area budgets to maintain fiscal responsibility.
- Protecting and controlling the organization's assets and resources, and ensuring they are adequately maintained.
- Identifying and confirming ideal revenue generation opportunities through the optimization of grants and contracts, rents, partnerships, and fundraising.

Operations

- Directing the operations of New Chelsea Society by ensuring effective management in the areas of development, operations, finance, organization, and staffing.
- Developing and maintaining effective, integrated, and coordinated systems to lead, direct, and manage all aspects of the Society's facilities. Maintaining a management structure that clearly delineates roles and responsibilities, while facilitating effective and efficient utilization of the Society's resources.
- Developing a framework and process for the accomplishment of operational goals and action plans through the direction, leadership, and evaluation of management staff.
- Ensuring the organization's compliance with all relevant legislation, regulations, codes, bylaws, policies, operating agreements, and other requirements.

Policy and Procedure

- Developing and implementing operational policies to support and comply with the direction and parameters established through governance policy statements.
- Seeking and promoting the integration of BC Non-Profit Housing Association's "Best Practice" improvements across all aspects of the organization.
- Ensuring the integration of effective health and safety programs and practices into every aspect of the organization's living and working environment to promote a culture of safety, diversity, and inclusion.
- Serving as the Society's "Privacy Officer" and ensuring the Society's compliance with the Protection of Personal Information legislation.



Preferred Qualities & Experience

Our client inclusively welcomes credibly experienced professionals to apply for the role, but will prioritize candidates who demonstrate most of the following qualifications:

- 10+ years of senior leadership experience in Non-Profit Administration, preferably in a comparably complex organization in the sector of non-profit housing: supportive and independent living for seniors, families, and persons with disabilities. Applicants from government or private sector with experience in real estate, hospitality, seniors housing, or other transferrable backgrounds are also encouraged to apply
- Bachelors or Master's Degree from a recognized program, or equivalent
- Familiarity with BC Housing funding and operational contracts, or other comparable funding models
- Demonstrated experience with formulating and executing strategic plans
- Demonstrated ability to develop a vision with a proactive, integrated, and long-term perspective, while providing avenues for participation in defining and actualizing the vision
- A clear passion for affordable housing
- Experience developing and executing strategic plans and business cases
- A solid track record of reporting to and working effectively with governance Boards or Committees
- Strong financial budgeting, risk, and contract analysis skills
- Familiarity with government funding models and entrepreneurship within mission-driven settings
- An entrepreneurial spirit and ability to diversify revenues
- An understanding of diversity, equity, inclusion, and experience applying related best practices



Compensation & Search Process

This CEO position is a senior strategic leadership role, and NCS will offer a salary budgeted between **\$165,000 to \$180,000**, depending on experience, in addition to extended benefits and RRSP matching.

The search process may include conventional longlist, shortlist, and committee interview stages. We will request for finalists to offer comprehensive recent references and to complete a background check.

We expect to process our first review of applications by **February 29, 2024**.

Our client values diversity, equity, and inclusion in our hiring and organizational policies and practices. We encourage candidates who require any accommodations to contact us directly with related questions, which can be addressed in confidence as appropriate.

To apply, please forward your resume and cover letter to **info@mosaicsearch.ca**

You are also welcome to email
Dave Namkung (dave@mosaicsearch.ca) or
Beth Young (beth@mosaicsearch.ca) with any related questions.