

REPORTING TO:

OTLA Board of Directors.

POSITION SUMMARY

The CEO is responsible to provide overall management and leadership to the services, human resources, financial and information components of the organization. The CEO is also a resource to the OTLA Board of Directors.

DUTIES AND RESPONSIBILITIES

The major responsibilities of the CEO include the following:

Board Communications

- Reporting to the OTLA Board of Directors regularly at meetings on the progress of the organization in achieving stated outcomes by providing a written and verbal report at the Board and Annual Meetings.
- Assist the Board and its committees in the development of policies for the organization through the provision of reliable and timely information.
- Identify to Board/ Executive and steer organizational response to significant issues in timely and effective manner.
- Prepare background information and draft reports on issues as required by the Board of Directors related to strategic planning, policy, monitoring quality and ensuring financial stability.
- Inform the Board of Directors of local, provincial and federal government policies and/or initiatives that affect the organization.
- Facilitate the planning and organization of meetings.
- Prepare and distribute minutes and reports following Board and committee meetings in preparation for next meetings.
- Submit annual recommendations on changes in Board membership and/or bylaws for governance review.
- Prepare regular and timely communications to OTLA members from Board.

Compliance with Legislation and Policy Requirements

- Identify requirements in legislation and regulations including the Human Rights Code, Health and Safety Act, Labour Relations Act, EHA, AODA, CASL, Fire and Health Department regulations that pertain to the organization.
- Ensure compliance with all relevant legislation and regulations.
- Ensure policies and procedures are in place to respond to the requirements specified in legislation and regulations.
- Document and take action in response to suspected abuse, illness or accident according to legislation/regulations and the policies and procedures of the organization.

Risk Management

- Ensure and maintain appropriate Insurance policies and coverage.
- Inform the Board of Directors of situations that could potentially create liabilities for the organization.
- Implement policies, procedures and standards to minimize risk.
- Ensure confidential emergency information on Board Members and staff is maintained.
- Orient new Board members and staff with required training and guidance.

Operational Management

- Ensure staff team implements the strategic directions for the organization as stated by the Board of Directors.
- Ensure that all policies and procedures manuals are in place and that all staff has proper orientation and training in this area.
- Develop, implement and monitor an organizational design that enables the organization to achieve its mission, mandate and strategic directions.
- Ensure computer network is developed and maintained to meet organizational needs
- Appoint a designate in the event of the absence of the CEO.

Management Priorities and Outcomes

- In consultation with the various stakeholders of the organization, determine the priorities and outcomes for the service delivery, finance, human resources, information and overall operations of the organization.
- Monitor and evaluate the results achieved against specified outcomes (as they are determined) in the service delivery, finance, human resources, information and operations.
- Identify variances from established outcomes and ensure corrective action is taken.
- Monitor and evaluate quality through a well defined process.

Service Delivery Management

- Ensure that programs and member services reflect the mission and values of the organization.
- Evaluate programs and services regularly to ensure they meet quality standards of the organization.
- Identify member needs through consultation, surveys, interviews, evaluation forms and other methods of feedback.
- Monitor service trends through ongoing market analysis.
- Prepare proposals for the development of new programs and services.

Human Resources Management

- Analyze and design organizational structure and job functions and set performance standards.
- Provide direct supervision to the management team and staff.
- Provide a positive, fair and learning environment within the organization.
- Review and revise job descriptions to reflect responsibilities, authority and accountability.
- Ensure the appropriate recruitment and selection process of staff for the organization is implemented and finalize any offer of employment.
- Ensure that all staff have orientation and training to carry out their responsibilities
- Ensure confidential employee files with up-to-date information including address, contact numbers, qualifications, hours worked, up-to-date sick and vacation time, allergies, and emergency contacts, performance evaluations and disciplinary correspondence are maintained.
- Conduct probationary and annual job performance evaluations of the management team and staff.
- Research specific needs and develop an annual staff training plan.
- Implement disciplinary action according to the policies and procedures of the organization.
- Terminate staff when required.

Financial Management

- Plan, develop, prepare and present an annual budget which reflects accurately the expected revenue and allocation of funds.
- Authorize funding expenditures within the approved budget.
- Monitor the financial stability and viability of the organization and identify any variances/issues to the Board of Directors on a monthly basis.

- Ensure that complete, accurate financial records are maintained.
- Ensure that financial spending on services, supplies and equipment are within budget guidelines.
- Ensure the annual completion of a financial audit.
- Identify and secure major sources of revenue to meet operational requirements including sponsorships, membership fees, ad revenue, and resource material sales and fundraising.
- Monitor and act on collection of all outstanding fees and sales.
- Identify opportunities for partnerships, innovative approaches to problem solving and alternative sources for funding.
- Manage all contracts and leases, annual renewals, requests for proposal and monitor market changes.
- Provide projections and forecasts as required.

Physical Facilities Management

- Manage all owned/leased facilities contracts.
- Manage all physical assets of the organization.
- Ensure appropriate and safe working conditions exist to enable staff to carry out their duties.

Communications

- Provide leadership and initiative in developing and maintaining positive relationships with members, appropriate consumer groups, community organizations, other TLA's and government bodies.
- Ensure regular communications with staff.
- Communicate and consult with the stakeholders of the organization (i.e consumers, community partner organizations) as required.
- Build strong media relations and monitor and communicate with the media on regular basis.
- Build strong social media presence.

Representation of the Organization

- Represent the organization in meetings with members, government, community partner organizations, provincial associations, AAJ and any other representation that may be required from time to time.
- Participate in community collaborative initiatives on safety to build and enhance the reputation of the organization.
- Ensure strong reputation management for the 'OTLA brand'.

Professional Development

- Complete a self performance evaluation on an annual basis or more frequently if requested by the Board of Directors.
- Participate in a performance evaluation process and follow up on any stated actions and/or goals.
- Attend professional development opportunities recommended by the Board of Directors to enhance overall management knowledge and/or performance.

AUTHORITY

The OTLA Board of Directors delegates authority to the CEO to:

1. Manage the organization.
2. Manage the resources of the organization in an effective manner.
3. Interpret and implement the policies of the organization.

ACCOUNTABILITY

The CEO is accountable to the OTLA Board of Directors for the following:

1. Exercising leadership and developing an organization that is capable of adapting to the changing needs of members and the community.
2. Ensuring that legislation, regulations, policies and procedures are adhered to including compliance with AODA and CASL.
3. Ensuring that the programs and services are delivered within the approved budget and that resources are allocated wisely.
4. Ensuring that the staff of the organization has the support, supervision, orientation and training to carry out their responsibilities.
5. Ensuring a safe, healthy and productive work environment.
6. Maintaining a harmonious working relationship with staff.
7. Providing reliable and timely information to support the decision-making process of the organization.
8. Developing and maintaining positive working relationships with the Board of Directors, members, community organizations and government.
9. Ensuring that the organization is perceived by the community in a positive manner.
10. Minimizing the financial and legal liabilities of the organization.

QUALIFICATIONS

The minimum qualifications for the CEO position are as follows:

- University degree or diploma in a related field, preferably at post graduate level.
- 5 years or more supervisory experience at senior level.
- Experience in the field of member association management.
- Senior-level experience in working with a non-profit Board of Directors.
- Knowledge of relevant legislation pertaining to the organization.
- Knowledge and skill to provide professional expertise and guidance to staff.
- Excellent written and verbal communication and presentation skills in English.
- Effective and well-developed interpersonal skills and demonstrated personal integrity.
- Experience in program planning, development and evaluation.
- Confident and consistent decision-making skills.
- Resourcefulness and flexibility to balance the demands, priorities and needs of the organization and of the position in an effective manner.
- Ability to be a positive role model to the program staff.
- Ability to use discretion, exercise judgment and maintain confidentiality.