

The Help Centre  
Managing Director/Program Coordinator

Reviewed and Revised November 2014

Job Description

Title: Executive Director

Position: Executive Director (60%)/Program Coordinator (40%)

Salary Range: \$39,000 - \$43,000 per annum depending on experience, plus 6% in lieu of benefits

Reports to: Chair, The Help Centre of Northumberland Board of Directors

Job Summary:

Primary senior staff person responsible to operationalize the mission of The Help Centre, supervise staff, and deliver agency services. 40% (2 days/week) of this position is dedicated to managing duties, with the remaining 60% (3 days/week) dedicated to offering direct client services. This full-time position is based on 35 hours/week, with a requirement for monthly board and/or committee work.

Summary of essential job functions:

Executive Director- 60%

- Ensure timely provision in all areas of service, including Income and Housing Security programming
- Recruit, accept/terminate, train, supervise and evaluate employees, volunteers and students
- Ensure adherence to all agency policies and procedures
- Develop and manage budgets in consultation with the bookkeeper
- Ensure adherence to and administer financial requirements of funders
- Process accounts payable/receivable and petty cash
- Seek out and prepare funding applications, manage projects, and prepare reports to funders as required
- Liaise with funders as appropriate
- Promote agency services in the community, including public speaking engagements, and respond to media inquiries
- Ensure accurate data collection
- Attend applicable Board and committee meetings
- Provide Board of Directors with monthly reports and communicate with Chair as required
- Represent the agency on community committees
- Evaluate program services and recommend areas for program development
- Chair staff meetings
- Assist the fundraising committee as required
- Oversee web and social media postings
- Other duties as assigned

Program Coordinator- 40%

- Provide in-office and outreach client service in a confidential manner
- Interview clients to obtain brief history and background information
- Provide and document advice given in all areas of the Centre's mandate
- Ensure client needs are addressed at the time, or through further appointment(s) and referrals
- Assist clients in assessing their current financial situation, determine their options and support them with plans of action based on their goals

- Provide direct support to clients and ensure clients receive any other necessary community supports to find and keep housing
- Coordinate, implement and oversee income tax volunteer program, ensuring strict adherence to all CRA program and organizational guidelines, and volunteer recruitment and management
- Provide client assistance with various forms completion
- Develop, coordinate, implement and oversee general literacy program services, including volunteer recruitment and management
- Coordinate and provide direct assistance to clients interested in the provision of translation services in Northumberland County and the Greater Peterborough
- Collect and report data on all areas of service provision
- Refer clients to community support services, including the sister agency, Northumberland Community Legal Centre
- Coordinate and manage special grants as required
- Provide reports as required
- Represent the agency on community committees as required
- Recruit, train and supervise volunteers/students as appropriate
- Participate in professional development opportunities
- Regularly attend staff meetings
- Work cooperatively with sister agency
- Participate in performance review objectives
- Other duties as assigned

#### Minimum Requirements:

Post-secondary education in a social service or related field or equivalent.

3-5 years' experience in a not-for-profit environment

Understanding of client population

Experience managing budgets

Experience managing data collection

Experience supervising staff, students and/or volunteers

Proof of ongoing professional development

Access to reliable transportation

Experience with writing grants preferred

Experience working in literacy programming preferred

Experience in evaluating programs preferred

#### Abilities Required

Commitment to client services that are offered with dignity and respect

Commitment to social equity and justice

Computer skills in a variety of applications; knowledge of Microsoft Access preferred

Working knowledge of relevant legislation

Public speaking

Advocacy skills

Knowledge of community development

Able to work in a busy environment

Able to work as part of a team