

## **COMMUNITY LIVING BC** **DIRECTOR, GOVERNANCE & POLICY**

### **THE ORGANIZATION: COMMUNITY LIVING BC**

Community Living BC (CLBC) is the provincial crown corporation that funds supports and services to adults with developmental disabilities, as well as individuals who have a diagnosis of autism spectrum disorder (ASD) or Fetal Alcohol Spectrum Disorder and who also have significant difficulty doing things on their own. CLBC was created in 2005 when individuals, families, service providers, and community groups came together with the government to create a separate agency to meet their unique needs. CLBC works to connect people to a network of community supports and funded services, to provide them with the right supports to have meaningful lives filled with possibilities in welcoming communities.

CLBC, which receives funding from the government, provides services to more than 26,000 individuals and welcomes approximately 1,000 new eligible individuals for services annually. Because of this ongoing growth, CLBC has careful processes to assess disability-related needs in an equitable way, to help connect people to effective existing supports and to fund services to as many families as possible within available funding. Recent CLBC accomplishments include introducing a new welcome and planning process for individuals and families, piloting a new L.I.F.E-based support service to advance employment and friendships, and implementing an innovative new Indigenous Relations program to improve services and advance reconciliation.

In collaboration with stakeholders, CLBC facilitates and manages a responsive, sustainable network of disability-related services that supplement other supports to assist adults with developmental disabilities and takes a holistic approach that reflects the needs, perspectives, and priorities of those it serves.

For more information, please see Community Living BC's [website](#) and its new [strategic plan](#).

**Location(s):** Vancouver, Victoria, Prince George, or Kelowna, BC.

### **THE OPPORTUNITY: DIRECTOR, GOVERNANCE & POLICY**

Reporting to the Vice President, Governance and Communications, the Director, Governance & Policy leads board and organizational governance and policy frameworks, and directs the strategic planning process and the policy team. The Director maintains key relationships with the Ministry and other government agencies including relevant operating agreements; they maintain accountability and reporting requirements to public bodies. As part of these duties, the Director supervises the Manager, Policy and Government Relations, the Senior Executive Assistant to the Board and CEO, and the Associate Manager, Administrative services.

This newly created role is an outstanding opportunity for a progressive governance, policy, strategic planning, and GR leader to make an impact on a sector which continues to increase in importance. Working with an engaged Board and senior leadership team, the Director, Governance & Policy will put in place strong new governance and accountability frameworks, and dynamic strategic and operational planning processes that will allow CLBC to continue to scale in order to meet the needs of families and individuals across the Province.

### **Key Relationships**

The position provides corporate governance, strategic planning, policy direction and support to the Board, CEO, VP Governance and Communications, Executive team members and managers including:

- Board, CEO, VP Governance and Communications—provides advice and leadership in maintaining board governance frameworks and strategic planning;
- Executive team—leads organizational governance and policy framework; oversees the administrative support needs for the Board and Executive Team;
- Staff—engages in development and implementation of strategic planning, policy, and practice guidance;
- Comms & Community Engagement Team—collaborates on Board community engagement activities; and
- Key stakeholders and other government bodies—liaises with the Ministry of Social Development and Poverty Reduction, MCFD, CABRO, and other public bodies to maintain legislative and eligibility criteria, governance needs, operating agreements and reporting requirements.

### **Board Governance**

- Supports the Board governance function, including supporting the Board, and Governance and HR Committee to maintain the Board manual and working calendars;
- Supports the development and implementation of Board policies;
- Oversees the continuous improvement of the overall governance model for Board and Executive team;
- Supports Board recruitment processes, including working with Crown Agencies and Board Resourcing Office (CABRO), and helping to orient new Board members; and
- Supports community engagement activities through open meetings, Board tour, and education activities.

### **Strategic Planning**

- With direction from the Board, CEO and VP Governance, leads the strategic planning process, including ensuring engagement of individuals, families, service providers, community groups, and staff to develop a compelling vision for CLBC to meet its legislative mandate and advance inclusion;
- Leads the process with Executive to identify projects that will advance the Strategic Plan, including collaborating with PMO and CM to assess the impact of projects with respect to resources and operation;
- Leads the development and implementation of reporting on the strategic plan; and
- Works with the Comms & Community Engagement Team to build support for the strategic plan.

### **Corporate Governance and Policy Frameworks**

- Supports management by developing a province-wide community relations strategy to assist CLBC field management and community councils in public relations activities at the local level;
- Oversees the work of Policy Team in the development and implementation of the CLBC policy framework, including the annual policy plan and updating of CLBC policies;
- Stays familiar with legislative and regulatory requirements and ensures CLBC complies; and
- Leads ongoing efforts to ensure compliance, understanding and implementation of applicable legislation.

### **Maintains Corporate Accountability**

- Leads the strategic plan reporting process; builds alignment between the strategic plan and service plan;
- Leads the process for the annual service plans, the annual service plan reports, the mandate letter; and
- Leads the Policy Team to meet other assigned government reporting requirements including reports on GBA Plus, multiculturalism, environmental sustainability, and accessibility.

### **Government Relations**

- Maintains governance and policy relationships with CLBC's Ministry, other ministries and agencies; and
- Helps in leading MOUs, operating and collaborative agreements with government and health authorities.

### **Leadership and Team Management**

- Provides advice and subject matter expertise to senior management to ensure that governance strategies and plans are consistent with CLBC's vision;
- Supervises, provides support and acts as mentor to other team members through formal learning plans;
- Provides leadership, mentoring and coaching to direct reports to develop a high-functioning team;
- Acts as a role model and change agent in support of people and culture initiatives to support CLBC's strategy and values; and

### **THE PERSON**

The ideal candidate should be a leader who is well experienced with the complexities of the community living sector. Possessing an inclusive and collaborative leadership style, they build engagement with both staff and external stakeholders by creating a true team environment, leveraging the considerable expertise and strength that exists within the organization. The VP should also be decisive and possess sufficient business acumen and strategic planning ability to assist the organization with complex decisions and guide CLBC staff through challenging initiatives.

### **Professional and Personal Qualifications**

- Bachelor's Degree in social sciences or related area, preferably related to policy and public administration. Master's Degree desired;
- Eight+ years experience in social services delivery or related public sector environments, including extensive experience in policy development and implementation;.
- Two to five years of leadership experience in corporate governance, policy, and government relations; and
- Leadership experience working in community living sector, government and/or broader social services considered an asset.

### **Leadership**

- Proven ability to manage complex and diverse senior stakeholder relationships and expectations;
- Ability Demonstrated ability to lead, manage and provide effective supervision to diverse teams in a unionized environment;
- Excellent oral and written communication skills; ability to communicate with individuals across all levels of the organization; and
- Diplomacy and tact, and a demonstrated ability to manage conflict and resolve issues.

### **Professionalism**

- Proven ability to lead organizational projects and processes;
- Demonstrated ability to provide effective management of projects and budgets;
- Flexibility combined with sound organizational and time management skills;
- Negotiation and persuasion skills; and
- Able to balance competing demands from multiple projects.

### **Technical**

- Sound ability to design, develop and implement governance, policy, procedures and standards;
- Solid working knowledge of policy and protocols covering working relationships with external partners;
- Knowledge of all existing CLBC governance frameworks and policies;
- Knowledge of relevant legislation;
- Demonstrated ability to identify, analyze and assess emerging business issues, and develop and implement effective policies, standards, and practices; and
- Proven ability to develop and manage a budget, including monitoring performance measures to ensure deliverables are met.

### **Community Living**

- Sound understanding of CLBC's structure, vision, mission, and values;
- Knowledge of CLBC board and corporate priorities and directions related to the community living sector;
- Knowledge of supports and services to individuals with developmental disabilities and their families;
- Knowledge of community living principles, successful practices and supports for individuals and families;
- Proven ability to establish and maintain effective and collaborative working relationships with people at every level of the organization and key stakeholders both internal and external to CLBC;
- Strong organizational skills and the ability to handle pressure and work in a dynamic work environment, adapting to changing priorities and deadlines, emerging issues, and competing demands; and
- Proficient computer skills and knowledge of the application of information technology systems.

### **CLBC Core Competencies**

**STRATEGIC ORIENTATION** - Strategic Orientation is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.

**TAKING ACCOUNTABILITY** - Taking Accountability involves taking responsibility for one's own actions in all aspects of your work at CLBC. It is demonstrated by following through on commitments; implementing decisions that have been agreed upon; taking ownership of activities at the required and appropriate levels; acknowledging and learning from mistakes without blaming; and recognizing the impact that one's behaviour may have on others and addressing unintended outcomes.

**RELATIONSHIP BUILDING** - Relationship Building is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving CLBC-related goals and establishing advantages. These people may include individuals and families, internal clients, counterparts, colleagues, etc. Relationship Building is working to foster and maintain ethical relationships or networks of stakeholders aligned to achieving CLBC-related goals.

**SERVICE ORIENTATION** - Service Orientation implies a desire to identify and serve all CLBC stakeholders, which may include the public, co-workers, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

**COMMUNICATING EFFECTIVELY** - Communicating Effectively involves good interpersonal and communication skills (verbal and written), careful listening, problem framing and use of presentation skills and technologies.

**FLEXIBILITY & CHANGE MANAGEMENT** - Flexibility/Change Management is the ability to support a change within the organization. People with this competency willingly embrace and champion change. They take advantage of every opportunity to explain their vision of the future to others and gain their buy-in.

**PLANNING, ORGANIZING & COORDINATING** - Planning, Organizing and Co-ordinating involves proactively planning, establishing priorities allocating resources, and meeting deadlines. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.

**PROBLEM-SOLVING & JUDGEMENT** - Problem Solving/Judgement is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes, and generate solutions for CLBC.

**FLEXIBILITY & CHANGE MANAGEMENT** - Flexibility/Change Management is the ability to support a change within the organization. People with this competency willingly embrace and champion change. They take advantage of every opportunity to explain their vision of the future to others and gain their buy-in.

**DEVELOPING OTHERS** - Developing Others involves a genuine intent to foster the long-term learning or development of others through coaching, managing performance and mentoring. Its focus is on developmental intent and effect rather than on a formal role of training. For this competency to be considered, the individual's actions should be driven by a genuine desire to develop others, rather than by a need to transfer adequate skills to complete tasks.

***CLBC is committed to hiring based on merit with a focus on fostering diversity of thought. We welcome candidates who have demonstrated a commitment to equity, diversity, and inclusion, and encourage applications from equity-seeking groups such as women, persons with diverse ethnic, racial or Indigenous backgrounds, gender identity and sexual orientation, and persons with a disability. However, all qualified candidates are encouraged to apply.***

#### **COMPENSATION**

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

**To apply, please visit our [website](#). Application Deadline: February 24, 2023.**

#### **FOR MORE INFORMATION, PLEASE CONTACT:**

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