

The street is no place to call home



Calgary Homeless  
FOUNDATION

**OPPORTUNITY PROFILE**

**Vice-President, Finance & Operations**



## About Calgary Homeless Foundation

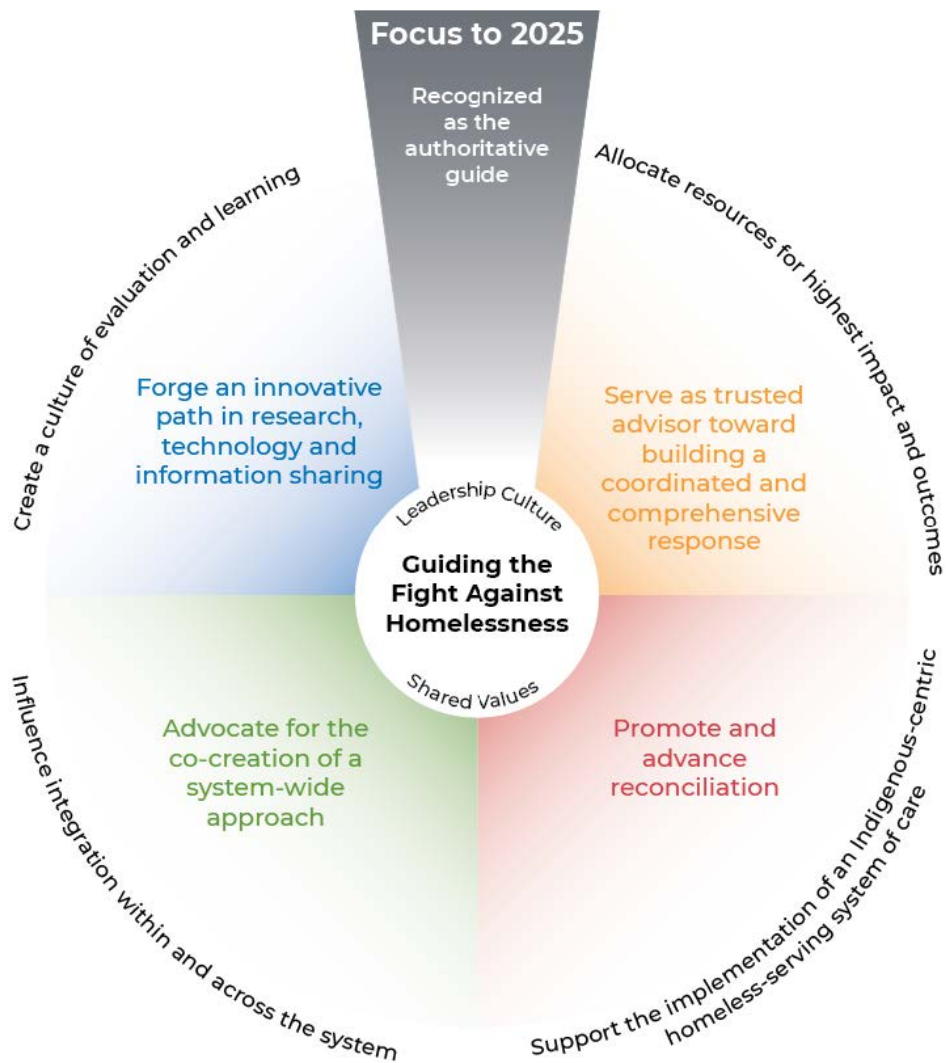
[www.calgaryhomeless.com](http://www.calgaryhomeless.com)

Calgary Homeless Foundation commits to guide the fight against homelessness. We are uniquely positioned within the system of care to observe the many complicating factors that affect those faced with or experiencing homelessness. Our broad line of sight gives us a deep understanding of the cause-and-effect dynamics of homelessness. This insight, delivered as an arm's length advisor, enables us to inspire governments, service providers and our community to undertake a shared responsibility to maximize our collective impact in the fight against homelessness.

Our strategy emanates from **Purpose**, the heartbeat of Calgary Homeless Foundation. It sits at the centre of all that we do, enabled by our leadership culture and shared values. Our **Ambition** is to be recognized as the authoritative guide in conducting a unified fight against homelessness.

Strategy is the vehicle by which an organization achieves its long-term ambition. A well designed strategy tells the organization where its people should concentrate their efforts, aligns resources and energies, and facilitates change toward an agreed end. Good strategy demands clear focus.

Through to 2025, we have identified four **Areas of Focus** around which we will concentrate our efforts to create breakthrough. This is represented by the graphic below and explained further in the pages that follow.



## Calgary Homeless Foundation's Core Values

### Courageous Collaborators

We seek out and leverage the positive power of collective wisdom

### Leadership

We strive to find solutions with an innovative and creative mindset

### Evidence Inspired

We are critical thinkers and embrace evidence to influence progress

### Vision Dedicated

We envision the day when homelessness is rare, brief and non-recurring—perhaps an episode in someone's life, but never a condition that defines it



## The Opportunity: Vice-President, Finance & Operations

Reporting to the President & CEO, the Vice-President Finance & Operations provides oversight on internal operations within CHF with accountability for integration and coordination of all business units and processes in support of CHF's Purpose, Ambition and Values. This role is primarily responsible for working with the President & CEO to develop and execute operational strategies including internal capacity building and monitoring that supports the advancement of our community informed strategic work to fight homelessness. The Vice-President Finance & Operations is an integral member of the CHF executive leadership team along with the Director, Human Resources; Vice President, Stakeholder Engagement; and the Vice-President, Homeless Serving System of Care.

The role provides an internal lens to CHF and is responsible for overseeing CHF's strategic and annual business planning cycle. The Vice-President Finance & Operations will keep the President & CEO informed of progress on organizational strategy, the annual business plan, realizing key performance indicators and mitigating risks. This role also represents CHF externally, as requested by the President & CEO, particularly in funding and banking.

Reporting to the Vice-President, Finance & Operations are two senior direct reports with specific responsibilities for Finance and Operations, (including contract management and procurement) and Information Technology.

This position plays a key role in shaping CHF workplace culture through modelling and promoting CHF's Purpose, Ambition and Values. The successful candidate will function well in a dynamic environment that is responsive to a complex external environment of multiple stakeholders with a customer service lens.

## CHF Staff

CHF staff are action-oriented individuals who are catalytic leaders, courageous collaborators, evidence inspired, and vision dedicated. They choose to bring their professional expertise and personal talents to the



non-profit sector, to add value to the full community. They work cooperatively with others in a strong team environment; demonstrate flexibility in organizing and undertaking work; show a high degree of initiative, discernment and resourcefulness; exhibit excellent communication and relational skills; demonstrate thoughtfulness and intelligence in decision making; and are focused on advancing CHF's Purpose, and Ambition.

## Accountabilities and Deliverables

### Strategy and Leadership

- Lead and contribute to the development of CHF's strategic plan goals and annual business objectives and monitors and guides CHF progress on the strategic plan, delivering timely status reports to the President & CEO and the Board.
- Collaborate with the Vice President Homeless Serving System of Care to understand the system of care goals and strategic plans and align internal operations to support advancement of these broader goals.
- Provide direct leadership, coaching, mentoring and support to the Finance, Operations, and Information Technology teams
- Establish and monitor organizational performance and development goals, assign accountabilities, set priorities and develop staff using a collaborative approach.
- Lead, plan, coordinate and oversee execution of the annual business plan.
- Support the President & CEO to appropriately meet all expectations and obligations of the Board and its Committees.
- Ensure internal tools and processes are in place that allow CHF to better support the broader community and homeless serving system of care.

### Opportunity and Risk Management

- Proactively assess opportunities and risks, identify, and implement risk management and mitigations and reports progress to the President & CEO and the Board
- Work collaboratively with executive leadership and staff to understand and integrate needs, creatively solve issues, mitigate risks, and be proactive to opportunities



- Promote a culture of high performance, innovation, continuous improvement, and collaborative spirit that values learning and a commitment to quality

### Stakeholder Relationships

- Support the President & CEO in the negotiation of multi-year funding commitments with four orders of government (municipal, provincial, federal and Indigenous) and other key stakeholders
- Build trustworthy and respectful relationships with the Board, staff, funders, community stakeholders and other organizations

### Finance, Operations and Information Technology

- Provide advice and support to the President & CEO and the executive leadership team on organizational performance towards outcomes, including business models, financial planning, budgeting, forecasting, cash flow, investment priorities and policy matters ensuring continued financial viability and report same to Board.
- Supports the President & CEO with the Board's Audit & Risk Management Committee (ARMC) at a strategic level around issues, trends, and changes in operating, financing, and investing models; provide sound business advice and ensure that appropriate actions are taken.
- Continually monitor risk for organization, activate mitigation appropriate strategies and inform President & CEO.
- Ensure compliance with agreements with all CHF funders and regulatory reporting requirements; support reporting as required.
- Provide governance oversight for all internal CHF policies including finance, risk management, privacy, conflicts of interest, human resources, communications, and government relations, ensuring they are aligned with appropriate legislation and accurately reflect internal processes and procedures.
- Ensure all legal and official records are current and maintained in accordance with accepted standards and regulatory requirements for the charitable sector.
- Meet the short- and long-term information technology needs of CHF through the development and implementation of appropriate plans and strategies, and through the provision of high-quality technical support services.



- Provide leadership and oversight in development of an annual organizational budget and management of the financial affairs of the organization.
- Develop accurate and timely operations and management data for the purposes of decision making and internal control.

## The Person

### The successful candidate will have:

- Extensive senior level strategic and operational leadership experience.
- A professional accounting designation (CPA, CA, CGA or CMA) or equivalent and with relevant financial leadership experience at an executive level.
- A well-rounded background with strong business skills and a proven track record of developing, integrating, and aligning business strategies with organizational resources in a dynamic environment.
- Experience with management of information systems.
- Prior experience in the public and/or charitable sectors is an asset, including sophisticated fund and grant accounting, compliance, and reporting.
- Experience with and broad working knowledge of fiscal management and financial reporting.
- Proven track record in leading teams and building consensus while ensuring the interests of the organization are kept at the forefront of all activities.
- Demonstrated ability to communicate with, lead and build the capabilities of a staff group with diverse backgrounds and varying skill sets. Ability to motivate, encourage and provide clear direction to staff.

## Competencies & Personal Characteristics

**Culturally Congruent:** A passion for, belief in and communication of the CHF purpose, ambition, and values. Will promote a transparent, ambitious, goal and achievement-oriented culture. Demonstrates a strong service ethic and customer service approach.



**Building Effective Teams:** Creates strong morale and spirit in the team; shares win and successes; fosters open dialogue; delegates appropriately to team; defines success in terms of the whole team; creates a feeling of belonging in the team.

**Innovative & Progressive:** An innovator with a positive and results driven attitude who takes initiative, anticipates and proactively solves problems, enjoys leading change and takes informed risks.

**Collaborative and Collegial:** Works well with others, whether at the most senior levels, with direct reports or with others across the organization. Understands how to work with the community in a collaborative manner.

**Conflict Resolution:** The ability to recognize the importance of constructive conflict in finding creative solutions and to effectively utilize conflict resolution skills when required, including identifying and managing interpersonal conflict between others and initiating and conducting difficult conversations.

**Strategic Perspective:** Has the ability to adopt a long-term view of CHF strengths and weaknesses and see the whole picture in complex situations.

**Financial & Business Acumen:** Can apply the principles of finance, accounting and business management within a not-for-profit environment and recognize opportunities and identify risks. Has deep understanding of financial principles and the impact of financial information and decisions on the CHF. Can apply the principles of finance and business management to recognize opportunities and identify risks.

**Results Oriented:** Sets high standards of performance including setting goals and priorities that maximize available resources to deliver results against the CHF direction, objectives and public expectations. Will monitor progress and make adjustments as necessary on an ongoing basis.

**Project Management Skills:** Proven strong project management skills with ability to multi-task and set priorities within tight timelines.

**People Development:** Demonstrated commitment to promote and foster the long-term success and growth of employees, including identifying developmental opportunities and providing coaching and follow through to achieve goals.

**Enhancing Organizational Image:** Focus on building and protecting the image, reputation and long term interests of the CHF including promoting the CHF's reputation as a leader in ending homelessness.



**External Awareness & Political Acumen:** Clear understanding of relevant economic, political, social and demographic issues impacting CHF and demonstrated ability to mitigate risks and explain the impact of external events on CHF.

**Resource Management:** Is able to identify, obtain and effectively allocate resources required to achieve CHF goals and applies appropriate resources to problems and opportunities.

**Credibility:** Demonstrated ability to build organizational trust in their professionalism, expertise and ability to create solutions and deliver desired outcomes.

**Honesty & Integrity:** Demonstrates the highest levels of honesty and integrity in all dealings with internal and external stakeholders.

## 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.

## Express Your Enthusiasm

If you are a talented, energetic leader up for a challenge, and the thought of joining the team at the Calgary Homeless Foundation excites you, then we want to hear from you.

Please email a convincing cover letter and tailored resume (PDF or Word document only) to **Allan Nelson** or **Laura Youngberg** at [calgary@leadersinternational.com](mailto:calgary@leadersinternational.com) indicating the job title in the subject line of the email.

**Leaders International Executive Search**  
[www.leadersinternational.com](http://www.leadersinternational.com)