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Health.  
Home.  
Humanity.

## OPPORTUNITY PROFILE

**Chief People & Communications Officer**

**Location: Calgary, Alberta**



## About The Alex

[www.thealex.ca](http://www.thealex.ca)

# 50 Years of Health. Home. Humanity.

The Alex is a non-profit health and social services organization that has provided integrated and accessible supports and thoughtful, comprehensive care to Calgarians for over 50 years. With a full complement of health, housing, and community programs (Community Health Centre, Seniors Health Centre, Youth Health Centre, Rapid Access Addiction Medicine, Community Food Centre, Housing Programs, Dental Health Programs, Community Health Bus, Youth Health Bus, and Youth Pre/Post Natal Program), the Alex is a hub of supports and outreach services for people who are experiencing poverty, trauma, social isolation, or health challenges including addiction. Using a patient and client-centered, multi-disciplinary model of care, The Alex offers the right care, to the right client, by the right professional at the right time, in the right place.

**The Alex aspires to provide supports that have zero-barriers.**

### Our Vision

The Alex envisions a healthy and caring community where everyone is valued and can thrive.

### Our Mission

To improve quality of life through accessible and integrated health, housing, and social services.

### Our Values

We are welcoming  
We care deeply  
We connect  
We promote empowerment  
We are change makers  
We have grit  
We take responsibility

# The Opportunity:

## Chief People & Communications Officer (CP&CO)

**Compassion, understanding, adaptability and commitment. These are the gifts of the people who work on the front lines at the Alex.** The People & Culture Team supports The Alex by developing processes and capacity to recruit, develop, and retain high performing individuals thereby supporting the delivery of innovative and accessible health, housing, and social solutions.

The **Chief People & Communications Officer (CP&CO)** reports directly to the CEO and is a member of the Executive Management Team along with the CFO, COO-**Community Health**, COO-Housing, all of whom contribute to the development and achievement of the overall strategic plan of The Alex.

The CP&CO plays a strategic role in the organization with primary responsibility for planning, implementing, managing and evaluating all people-related activities for The Alex. The CP&CO ensures a unified approach to shaping the Alex's internal and external communications, creating consistency in how The Alex is perceived by employees, clients and stakeholders. The CP&CO leads a small team with responsibility to ensure policies, practices, and strategic initiatives are in place and applied fairly and consistently to protect and provide a positive environment conducive to high productivity, engagement and team wellness.

### What will you do:

The CP&CO collaborates with the Executive Management Team to develop the organization's strategy and goals, making recommendations to the Executive Management Team and the Board on issues related to strategic people planning, compensation, benefits, learning, performance management, social media, marketing, internal and external communications while cultivating an inclusive and enjoyable workplace culture that aligns with the mission, vision, and values of The Alex. This role will also be responsible for developing and presenting an annual people plan to the Executive Management Team and to the Board.



## Our Values

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- We care deeply.
- We have grit.
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- Establish and maintain relationships across the sector to ensure The Alex provides value-added and competitive offerings to its team members.
- Coach team members to success in people leadership.
- Contribute to the budget and to manage budgetary costs while delivering effective results for areas of responsibility.
- Provide direction, advice and counsel on complex employee relations matters, ensuring compliance with federal and provincial laws and standards.
- Oversee total compensation and performance review processes; provide consultation with leaders regarding compensation-related matters, including salary recommendations, job evaluation, in-range salary adjustments, and/or promotions.
- Oversee benefits and disability management programs including Group Coverage, HSA, RRSP, EFAP.
- Oversee full cycle recruitment, onboarding, and offboarding processes.

## **Communications**

- Develop and implement a comprehensive, multi-channel communication and marketing plan to meet organizational goals and to engage internal and external stakeholders.
- Build an online presence through social media, websites, and targeted digital marketing within the marketing and communication plan.
- Develop and implement marketing and communication strategies to increase brand awareness and organizational key messaging.
- Communications projects and initiatives, including but not limited to:
  - Editorial and content calendars for internal and external communications
  - Annual Reports, Impact Reports, Reports to the Community
  - Internal and external events and activities, as required.
- Media opportunities and key messaging and content for distribution in alignment with The Alex's mission and vision; maintain a media contact list and cultivate relationships with media.

## The Person:

- Graduate Degree in Human Resources or a business-related field and 10 years of HR experience at a senior leadership/executive level required; CPHR designation is highly recommended. Experience working with a Board is an asset.
- Self-starter, independent, comfortable making decisions in a fast-paced, ever-changing work environment. Commitment to follow through with decisions.
- Exceptional interpersonal communications skills and proficiency engaging at all levels of the organization; places a high value on relationships.
- Media relations; experience in handling media inquiries, press releases and public facing communications.
- Change management communications; competence in guiding teams through transitions with clear, empathetic and strategic messaging.
- Strategic Communication Planning; ability to lead comprehensive communication strategies that align with organizational goals and culture.
- Change agent; skilled in seeing the possibilities ahead and bringing others along.
- Professional, approachable, compassionate.
- Skilled coach; develops others; models “grit” and helps others build resilience and self-care.
- Experience building/re-building high performing teams, well-developed leadership skills and a collaborative approach.
- Ability to provide support and advice on a range of people and culture issues to team members and management.
- Skilled at managing multiple priorities to meet a variety of timelines.
- Strong work ethic, team leadership and an unwavering positive mentoring attitude.
- Analytical and critical thinker - the ability to analyze situations and view the implications of certain decisions from a critical perspective.
- Diplomatic and tactful always; high emotional intelligence, accustomed to handling sensitive, confidential matters in a respectful and empathetic manner.
- Promotes organizational culture and values, supporting a positive work environment for all team members.
- Demonstrated experience championing wellness programs and EDI initiatives.
- A satisfactory vulnerable sector criminal record clearance is required.
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action considered an asset.

## Equity, Diversity & Inclusion

The Alex welcomes those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion. We encourage applications from members who identify as Indigenous peoples, 2SLGBTQIA+, persons from racialized communities, persons with disabilities, and/or any other equity deserving community.

## Express Your Enthusiasm

Email a cover letter and tailored resume to [calgary@leadersinternational.com](mailto:calgary@leadersinternational.com) to the attention of **Shalini Bhatta or John Dugdale** indicating the job title in the subject line of the email.

**Leaders International Executive Search**

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