

Leaders

INTERNATIONAL

Executive Search

VANCOUVER

EDMONTON

CALGARY

SASKATOON

WINNIPEG

TORONTO

OTTAWA

MONTREAL



OPPORTUNITY PROFILE **DIRECTOR OF HUMAN RESOURCES**



**Victoria Native
Friendship Centre**

the right people

VICTORIA NATIVE FRIENDSHIP CENTRE | DIRECTOR OF HUMAN RESOURCES

CONTENTS

THE ORGANIZATION	VICTORIA NATIVE FRIENDSHIP CENTRE	1
THE OPPORTUNITY	DIRECTOR OF HUMAN RESOURCES	2
	Key Responsibilities	3
THE PERSON		6
	Professional & Personal Qualifications	6
	Knowledge and Skills	6
	Leadership Skills and Abilities	7
	Communication Skills and Abilities	7
	Competencies and Personal Characteristics	8
COMPENSATION		9
CONTACT		9



THE ORGANIZATION

VICTORIA NATIVE FRIENDSHIP CENTRE

The Victoria Native Friendship Centre (VNFC) is a non-profit, Indigenous-led organization situated on the traditional lands of the **ləkwəŋən** (Lekwungen) people, including the Songhees and Xwsepsum Nations. Since its founding in 1969, when it began operations in a modest one-room space downtown, the Centre has expanded significantly in both scope and infrastructure. Over time, VNFC has moved locations several times and now occupies more than 38,000 square feet in a former school property under a long-term lease, serving as a hub for urban Indigenous community services on southern Vancouver Island.

At its core, VNFC offers a holistic, wrap-around suite of programs intended to support individuals, families, and communities in culturally safe ways. Its pillars include early childhood development (pre- and postnatal services, nutrition supports, parenting skill development); family services that include home visits, life-skills coaching, financial and legal support, referrals and mentoring; youth programming including drop-ins, workshops, camps, and one-to-one supports; health services through a primary care clinic in collaboration with Island Health; and housing, homelessness prevention, food security, and cultural/arts services. In recent years, the VNFC also assumed oversight of federal Indigenous homelessness funding in its region, under the “Reaching Home” program, to better coordinate local responses to Indigenous homelessness.

Over its more than five decades of service, the Victoria Native Friendship Centre has become a vital pillar in the urban Indigenous landscape of Greater Victoria. It functions not only as a service provider but also as a cultural gathering place and an advocate for Indigenous governance in urban settings. Its staff, programming, and strategic role reflect a commitment to respond to shifting community needs while maintaining Indigenous identity, connection, and autonomy.

For more information about us, please visit VNFC’s [website](#) and see the [Strategic Plan](#).



THE OPPORTUNITY DIRECTOR OF HUMAN RESOURCES

Working as part of the Administration Team and reporting directly to the Executive Director, the Director of Human Resources ("Director") provides strategic and operational leadership of effective, impactful, and sustainable HR systems and ongoing practices for an agency serving the urban Indigenous and local First Nations communities.

The Director, is a senior manager at VNFC and will participate in the development, implementation, and updating the agency's Staff Wellness Policies (HR policies), and related procedures and practices in scope of legislative and collective agreement requirements, in alignment with VNFC's mission and values. The Director works closely with leadership to plan, implement, and evaluate HR department programs and services that integrate cultural knowledge and practice with HR mainstream perspectives. The Director will work with a range of internal and external partners to ensure that HR services are culturally safe and responsive to evolving needs of the Indigenous families served by the VNFC.

The Director requires strong leadership skills, strategic and critical thinking, relationship development, and oral and written communication skills. They must have a thorough understanding of the history and current state of colonialism, racism, and discrimination against Indigenous people, and the subsequent impacts on Indigenous people and their health, as well as understanding the healing capacities of Indigenous cultural resilience.

This is a new role at VNFC, and an outstanding opportunity for a progressive HR leader to operate at both the strategic and tactical levels. VNFC has grown significantly under its current leadership, and the new Director will be a key player in the ongoing evolution of the organization, with the aim of maximizing its impact to the people it serves, while also ensuring the structures and culture are in place to develop emerging leaders and ensure the succession and future growth happen in a sustainable manner. The Director should be a visionary who can "imagine the possible", and turn it into action, creating HR systems and building a team that enable VNFC to decolonize and Indigenize its internal operations to better align with the people it serves.



Key Responsibilities

Leadership

- Lead and develop the recruitment strategic direction, ensuring all recruitment needs are met;
- Strengthen and manage the agency's onboarding strategy, ensuring best practices are maintained;
- Lead and support VNFC Leadership with performance management systems for unionized and exempt employees;
- Co-lead in the Health & Safety Committee, assisting in the development and implementation of health and safety policies, procedures, and programs to enhance safety culture and a satisfied workforce;
- Assist senior management with resolving grievance processes and/or at arbitration cases; participate in labour-management meetings; may participate in collective bargaining;
- Participate as a member of the senior leadership team in the development and implementation of the five-year strategic plan;
- Bring relational leadership skills to the enhancement of a positive workplace culture;
- Research and support leadership on job evaluations, compensation, and related systems;
- Keep current on organization changes, new developments in the HR field, new or revised legislation changes, and changes to the Collective Agreement;
- Support the integration of Indigenous cultural practices / perspectives into program design and delivery;
- Collaborate with VNFC leadership to support integration of HR programs and staff with all other VNFC program areas to promote a continuum of services across the organization that meet the needs of the Indigenous community and a satisfied workforce; and
- Report regularly to the ED on service delivery, including successes and risks; attend meetings with Senior Leadership as required.



Personnel and HR duties

- In collaboration with VNFC Leadership and Directors, develop, implement, and evaluate staffing plans to meet program requirements and support the health and wellbeing of VNFC clients;
- In collaboration with the Assistant ED, and endorsed by the ED and Board of Directors, develop, update, and implement policies in alignment with BC Labour Law and the Collective Agreement;
- Administer relevant VNFC Wellness (HR) policies with teams as necessary; support staff members in becoming familiar with all Wellness Policies;
- Work with VNFC Leadership to develop job descriptions and participate in the recruitment and hiring of new staff as needed; and
- Participate in performance management and progressive discipline of senior leaders, managers and staff members as required.

Collaboration

- Develop and maintain relationships with all Indigenous communities served by VNFC, including local First Nations, as well as First Nations, Métis, Inuit and away-from-home Indigenous peoples; participate in committees, meetings, and cultural events as needed to support these relationships.

THE PERSON

The ideal candidate should be a humble leader who is well experienced with the complexities of community based social services, working for and within Indigenous communities. Possessing an inclusive and collaborative leadership style, they build engagement with both staff and external partners by creating a true team environment, leveraging the considerable expertise that exists within the organization. The Director should be decisive, and possess sufficient business acumen, program expertise, and team leadership skills to assist the organization with complex decisions and guide VNFC's staff through challenging initiatives. The Director should also possess a robust track record and deep understanding of working with a range of marginalized and vulnerable communities, and bring an informed practice rooted in social justice, EDI, anti-racism, and decolonization.



Professional & Personal Qualifications

To succeed in this role, it's essential to have a background or general knowledge of the following:

- College level degree or diploma in HR, Industrial relations or equivalent;
- Recognized course(s) in cultural safety and humility or equivalent life and/or professional experience;
- A CPHR designation is preferred;
- 5+ years senior leadership experience in a health care or social services organization with direct responsibility for program development and evaluation, financial planning and monitoring, HR, and community relations;
- Candidates of Indigenous heritage and / or experience working in an Indigenous organization preferred.

Knowledge and Skills

- Familiarity and experience working for or serving in Indigenous Communities;
- Knowledge of Indigenous cultures and practices, including from the territory in which the work of VNFC takes place; ability to speak about one's own Indigenous culture, if applicable, and any communities the (prospective) employee has previously lived in or held jobs within;



- In-depth knowledge of the experience of Indigenous peoples in Canada including the ongoing processes of colonization, discrimination, and structural violence, and the effects on the health and wellbeing of Indigenous communities; understanding of the wellness and healing capacities of Indigenous cultural resiliency and resurgence; and
- Knowledge and practice of providing community-based services to Indigenous peoples using philosophies of cultural humility and cultural safety.

Leadership Skills and Abilities

- Ability to provide collaborative leadership in a complex, not-for-profit organization with a range of programs and funding sources serving people of all ages;
- Ability to think critically, multi-task, and balance multiple competing priorities involving diverse stakeholders and client groups;
- Project management skills in the development, implementation, and evaluation of human resources services; and
- Demonstrated ability to integrate Indigenous cultural practices and/or perspectives into leadership practices and program design or delivery.

Communication Skills and Abilities

- Excellent interpersonal communication skills with the ability to successfully develop and maintain relationships with diverse internal and external stakeholders including the ability to manage conflict and diverse view points;
- Excellent written communication skills with the ability to independently write reports, presentations, electronic correspondence, proposals, and other forms of professional communication; and
- Ability to read, process and integrate findings into practice from a range of resources including peer-reviewed literature and governmental reports.



Competencies and Personal Characteristics

Leadership – Achieves desired organizational results by encouraging and supporting the contribution of others; a proactive and positive team player who acts with a sense of urgency and leads by example; sets and communicates clear goals.

Accountable – Holds self and others accountable for responsibilities; focuses on results and measuring attainment of outcomes in a business focus.

Strategic – Develops a plan in support of organizational strategic direction. Demonstrates an understanding of the link between one's job responsibilities and overall organizational goals.

Integrity and Honesty – Demonstrates a resolute commitment to and respect for the spirit behind the rules and core values of the organization, setting an example of professionalism and ethical propriety.

Influential and Collaborative – Has an open and consistent approach to working with others and possesses strong interpersonal skills, with the ability to build relationships and develop/maintain partnerships, obtaining stakeholder agreement.

Creativity and Innovation – Develops new insights into situations; questions conventional approaches; encourages new ideas; designs and implements new or cutting-edge programs/processes.

Effective Working Relationships – Treats colleagues, and stakeholders with respect; resolves conflicts in a timely manner, negotiates effectively, and provides effective feedback to colleagues/employees.

Communication – Clearly presents written and verbal information; writes with clarity and purpose; communicates effectively in both positive and negative circumstances; listens well.

People Development – Fosters learning and development of others through coaching, managing performance and mentoring; has a genuine desire to develop others and help them succeed; formally and informally recognizes deserving staff and colleagues.

People Focused – Anticipates and attends to the needs of internal and external partners of the organization; keeps interests of people being served in the forefront.



COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. The salary range is \$100,000—\$109,000 plus participation in the Municipal Pension Plan.

FOR INFORMATION PLEASE CONTACT:

Robin Noftall or Tony Kirschner

LEADERS INTERNATIONAL EXECUTIVE SEARCH

#1160 - 595 Howe St.,

Vancouver, BC V6C 2T5

Phone: (604) 688-8422

Email: connect@leadersinternational.com

Leaders
INTERNATIONAL

Executive Search