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OPPORTUNITY PROFILE DIRECTOR, COMMUNITY HOMES



the right people

COAST MENTAL HEALTH | DIRECTOR, COMMUNITY HOMES

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THE ORGANIZATION

COAST MENTAL HEALTH

Coast Mental Health (“Coast”) has earned a reputation as a leader in community-based mental health services and recovery. With a legacy spanning over five decades, Coast is recognized for its dedication to empowering people with mental illness, fostering resilience, and enabling meaningful societal integration. Coast’s comprehensive services encourage its clients to lead their recovery journey by setting goals and selecting the services that best meet their needs.

As a large non-profit and independent charity, Coast employs approximately 800 people, many of whom are professionals from community health services. As a team, Coast supports 3,303 active clients annually through housing and support services, as well as providing access to community-based resource locations, outreach, employment, and training.

Coast Mental Health’s purpose and mission focus on three pillars of support and recovery:

Housing—Coast understands the need for both housing and supports to assist people in recovery. Currently, Coast provides 1,068 homes with supports. These homes offer people the stability they need to rebuild their lives. An additional 274 rent subsidies and supports assist people with more independent living options. Many of its facilities offer meal programs, life skills training, goal planning, as well as daily health and social activities. Coast’s 55 and growing facilities across the Lower Mainland are maintained by its property management team.

Support Services—Creating a routine is an important part of recovery. For this reason, Coast has established daily programming to help people manage their mental health and well-being. Members have access to the following programs and services: Clubhouse, Resource Centre, Young Adult Program, Outreach Services, Peer Support, and the Brain Training Program. Members can also participate in house-specific recreational activities such as art, music, and mindfulness therapy, as well as recreational activities and gardening clubs.

Education and Employment—Employment provides purpose and allows people to contribute to society. Coast offers members flexible training and work opportunities through Coast’s Clubhouse, the Transitional Employment Program (includes the Street Clean Team), and the Young Adult Culinary Training Program. This includes access to employment opportunities through two social enterprises: The Social Crust Café & Catering, and Landscaping With Heart. Members can also access additional programming through our education partnerships with community organizations.

To learn more, please visit Coast’s [website](#) and their [Strategic Plan](#).

Reporting to the ED, Program Services, the Director, Community Homes (“Director”) is responsible for directing and co-coordinating Community Homes (Licensed Care) and Assisted Living at Coast Mental Health. This includes setting direction for the division through annual planning, contract management, and quality improvement. The Director provides leadership to a team of exempt staff who manage employees providing a range of services dealing with very complex medical and psychiatric issues at community-based residential sites located across the Lower Mainland. The Director also engages with external partners, regulators, funders, and community organizations.



Overseeing a portfolio of 23 sites of varying size and nature, the Director should bring a keen understanding of the complexities inherent in community-based mental health housing and services. With an engaged, mission-driven team, this is an outstanding opportunity for a progressive and dedicated leader to make a significant impact in a large, dynamic and growing organization that serves some of society’s most vulnerable populations. Working at the operational level to ensure continued efficient and safe care for residents, and at the strategic level in partnership with executive management to plan for continued expansion and growth of CMH’s services, the Director should bring a clinical background, team leadership skills, and operational expertise to continually move the needle towards a more sustainable and reliable range of services.



Key Areas of Responsibility

Fundamental Principles

- Ensures that operations are managed and operated in accordance with Coast's Mission, Vision, Values, policies and procedures;
- Strives toward achieving Best Practice Standards for area of responsibility;
- Ensures that site operations are in accordance with legislation and regulation, and deliver on the requirements of funders, including the Province of BC; and
- Ensures that service and support are provided in accordance with the Principles and Philosophies of Psychosocial Rehabilitation and Recovery, with a trauma-informed lens.

Leadership

- Develops an annual plan for the division consistent with Coast's Strategic Plan;
- Identifies, assesses, and mitigates internal and external issues that affect this program area, in collaboration with senior leadership;
- Sets direction and fosters effective teamwork;
- Acts as a Coast representative on behalf of this area of responsibility;
- Represents the program area at community activities to enhance the organization's community profile;
- Communicates with stakeholders to keep them informed of the work of the organization and to identify changes in the community served by the organization; and
- Establishes good working relationships and collaborative arrangements with community groups, funders, politicians and other organizations to help achieve the goals of the organization.

Operational Planning and Management

- Develops and implements an operational plan which incorporates goals and objectives that contribute to the strategic direction of the organization;



- Ensures that the operation of the division meets the expectations of its clients, funders and of other regulatory bodies;
- Oversees the efficient and effective day-to-day operations of the division;
- Drafts policies for the approval of the Executive Director of Program Services and develops new standards; prepares procedures to implement divisional policies, reviews existing policies on an annual basis and recommends changes as appropriate;
- Ensures that files are securely stored and privacy/confidentiality is maintained; and
- Liaises with HR and a number of education institutions to coordinate the placement of students, e.g. Douglas College, Vancouver Art Therapy Institute, Langara College, and UBC.

Program Planning and Management

- Develops and implements overall goals for programs in the division;
- Oversees the planning, implementation and evaluation of the division's programs and services. Provides continuity between the various sites and different types of clients;
- Ensures that the programs and services offered by the division contribute to the organization's mission and reflect the priorities of the Society;
- Monitors the day-to-day delivery of the programs and services of the division to maintain or improve quality; and
- Oversees the planning, implementation, execution and evaluation of special projects, e.g. review of medication practices and annual audits of the division.



Program Development

- Researches funding sources;
- Responds to Expressions of Interest from health authorities and BC Housing and supports other program areas, by developing and submitting proposals which increase the funds of the organization and the number of programs; and
- Participates in the development of new programs from writing proposals to operate the new building.

Human Resource Planning and Management

- Establishes a positive, healthy and safe work environment in accordance with appropriate legislation and/or legislation;
- Determines staffing requirements;
- Oversees the schedule of staff to ensure safe and appropriate coverage including vacation and overtime authorization;
- Monitors the performance of staff, volunteers and/or students on an ongoing basis. Completes probationary and regular annual performance reviews with managers;
- Provides on-going support, coaching/mentoring, recognition and direction to divisional managers and staff to enable them to achieve a high standard of practice;
- Ensures that on-going professional development and training is provided for employees;



- Works with HR to ensure compliance with the collective agreement; participates in the grievance process as a management team representative. Initiates progressive discipline up to and including suspension and termination of employment. Ensures appropriate documentation is prepared;
- Works collaboratively with the Payroll Department to ensure payroll and scheduling are completed in a timely manner; and
- Participates in the development and administration of policies, procedures and guidelines.

Financial Planning and Management

- Works with the ED, Program Services and the CFO to prepare and finalize a comprehensive budget;
- Secures adequate funding for the operations from sources;
- Approves expenditures within the authority delegated; and
- Administers the funds of the organization according to the approved budget and monitors monthly financial statements.

Risk Management

- Identifies and evaluates the risks to the organization's people (clients, staff, management and volunteers), property, finances, goodwill and image and implements measures to control risks;
- Anticipates sources of risk and manages the unexpected, e.g. areas where risk is not well defined;
- Liaises with the Quality Department, and the Safety Department;



- As a member of Coast's Management Team, contributes to the building, renewal and ongoing implementation of Coast's Strategic Plan;
- Builds Coast's Strategic Plan into various business processes such as the development of annual goals and work plans, inclusion of the Strategic Plan as a regular agenda item for meetings with staff and the orientation of new employees and others;
- Provides regular feedback about the current Strategic Plan to the ED, Program Services; and
- Looks for opportunities to keep external contacts such as government representatives, health authorities, funders, clients and Coast members informed about the Strategic Plan.

Related Responsibilities

- Participates in the development of Coast's Policies and Procedures;
- Assumes responsibility for other related duties / special projects / business issues as they are identified and as requested by the ED, Program Services;
- Participates in the preparation and/or coordination of Accreditation documents and ensures that balanced scorecard indicators and measurements are developed and regularly reported on; and
- Attends sites in the event of a death or a sentinel event and arranges for debriefing as required.

Committee Responsibilities

- Attends Board meetings on an irregular basis, e.g. the Director may be required to make a presentation or seek approval for a proposal;
- Attends Safety Committee and Labour Management Committee meetings, as required;
- Participates in ad hoc committees, e.g. Strategic Planning, as required; and
- May participate with internal and/or external committees that are connected to Coast.

THE PERSON

The ideal candidate should be a refined leader who is well experienced with the complexities of community based mental health / social services, housing, and counselling. Possessing an inclusive and collaborative leadership style, they build engagement with both staff and partners by creating a true team environment, leveraging the considerable expertise that exists across the organization. The Director should be decisive, and possess sufficient business acumen, clinical expertise, and team leadership skills to assist the organization with complex decisions and guide Coast's staff through challenging initiatives.



Professional and Personal Qualifications

- Bachelor's level degree in Nursing or Health Sciences/Health Admin, or a diploma as a Registered Psychiatric Nurse or Registered Nurse or Social Worker;
- 7 to 10 years experience; 5+ years' supervisory experience in a relevant context;
- Nursing or Social Work background is required;
- Training in Crisis Management is an asset;
- Sound knowledge of mental illness, treatment modalities (including medications), and rehabilitation practices; knowledge of the best practices in mental health;
- Understanding of the specific needs and challenges experienced by mental health clients;
- Knowledge of program development with clear outcome measures and evaluation techniques;
- Working knowledge of all related legislation and the collective agreement; and
- Financial management and computer proficiency.



Competencies

Coaching Skills: Clearly establishes performance criteria, finds solutions to problems by consulting team members, understands and listens to the concerns of all individual team members, gives ideas in clear and appropriate language.

Problem Solving: Identifies problem situations within an appropriate time frame, develops several alternative solutions to problems, analyses situations and highlights important issues, suggest adequate valuable and feasible solutions.

Planning and Organization Skills: Defines objectives and the means to achieve them, determines all required resources, anticipates future situations and establishes work plans, efficiently allocates or makes use of available resources, acts according to plans and establishes priorities, uses efficient methods, systems and work tools.

Strong interpersonal skills: Get to know others and forms relationships, maintains very good relationships with colleagues, respects the ideas and opinions of others.

Communication Skills: Both verbally and in writing, communicates openly, honestly and in a respectful, professional manner. Listens to and considers the ideas and opinions of others before responding.

Leadership: Positively influences others, easily obtains cooperation from others, and is concerned with people as much as with results.

Team Player: Shares knowledge and experience, cooperates and makes self-available, listens, gathers information, takes into consideration the needs, ideas, opinions of others.

Technical Abilities: Masters concepts, tools and methods related to his/her job, meet or exceed professional requirements of his/her field of work, keeps abreast of progress in his/her field.

Continuous Education: Focuses on continuous learning and professional and personal development.



COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. The salary range is \$120,000-\$135,000 Further details will be discussed in a personal interview.

FOR INFORMATION PLEASE CONTACT:

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