



NEAR NORTH PALLIATIVE CARE NETWORK
2025 Main Street West, North Bay, Ontario, P1B 2X6
Phone: (705) 497-9239 1-800-287-9441
Fax: (705) 497-1039
E-mail: office@nnpccn.com
Website: www.nnpccn.com

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Job title	<i>NNPCN Executive Director</i>
Reports to	<i>NNPCN Board Chair/Executive/Directors</i>

Job purpose

NNPCN Executive Director operates within the parameters defined by the National Occupational Classification NOC 0014 - Senior managers - health, education, social and community services and membership organizations¹.

The Executive Director will mainly be responsible for research, decision-making, implementation, monitoring, evaluation and quality improvement of the organizational strategic plan, operations, capacity, resources, logistics, financial, fundraising, representation, networking and any other organizational aspects required.

The Executive Director will report to, brief and collaborate with NNPCN Board Chair/Executive/Directors, provide information and contribute with informed opinion to support the Board in their decision-making and best governance practices.

Duties and responsibilitiesⁱ

Main Duties (NOC 0014)

- Establishes objectives for the organization and formulates or approves policies and programs
- Authorizes and organizes the establishment of major departments and associated senior staff positions when applicable
- Allocates material, human and financial resources to implement organizational policies and programs; establishes financial and administrative controls; formulates and approves promotional campaigns; and approves overall personnel planning
- Selects middle managers, directors or other executive staff when applicable
- Co-ordinates the work of regions, divisions or departments when applicable
- Represents the organization, or delegates representatives to act on behalf of the organization, in negotiations or other official functions.
- Keeps essential services running during staff vacations or unforeseen circumstances beyond NNPCN control

¹ Available at Statistics Canada, National Occupational Classification NOC 0014

<http://www23.statcan.gc.ca/imdb/p3VD.pl?CLV=4&CPV=0014&CST=01012011&CVD=122376&Function=getVD&MLV=4&TVD=122372>

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- Represents, votes for, defends and promotes the Near North Palliative Care Network brand name, interests and needs at all occasions in the best and most effective way possible.

Confidentiality

- Enforces that software systems, including specifications, programs and documentation, the methods and data which NNPCN owns, plans or develops, whether for its own use or for use by its clients, developments, designs, improvements, and works of authorship are confidential and are the property of NNPCN.
- Recognizes that NNPCN's clients, volunteers, donors, sponsors, health care partners, and other stakeholders lists, proposals and procedures are confidential and are the property of NNPCN.
- Recognizes and acknowledges that to enable NNPCN to perform services for its clients, those clients may furnish to NNPCN confidential information concerning their health, psychosocial status and other personal information or other data; or commercial information from business partners and stakeholders; that the goodwill afforded to NNPCN depends upon, among other things, NNPCN and its employees keeping such services and information confidential. All these materials and information including that relating to NNPCN's systems and NNPCN's clients, will be referred to below as "Proprietary Information."

Non-Disclosure

- Agree that, except as directed by NNPCN, and in the ordinary course of NNPCN's business, the Executive Director will not at any time, whether during or after employment with NNPCN, disclose to any person or use, directly or indirectly, for own benefit or the benefit of others, any Proprietary Information, or permit any person to examine or make copies of any documents which may contain or is derived from Proprietary Information, whether prepared by the Executive Director or otherwise coming into the Executive Director's possession or control. Agrees that the provisions of this paragraph shall survive the termination of the Executive Director's employment by NNPCN.

Possession

- Agrees that upon request by NNPCN, and in any event upon termination of Executive Director's employment, the E.D. shall then over to NNPCN all documents, papers, technology or other material in his/her possession or under his/her control which may contain or be derived from Proprietary Information, together with all documents, notes or his/her work products which are connected with or derived from his/her services to NNPCN and all copies of software obtained from NNPCN shall be either returned to NNPCN or, as appropriate, permanently deleted.

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Ownership

- Assign and agrees to assign to NNPCN, as appropriate, the Executive Director's entire right, title and interest in any developments, designs, inventions and improvements, trademarks, copyrightable subject matter or proprietary information which the Executive Director has made or conceived, or may make or conceive, either solely or jointly with others, while providing services to NNPCN, or with the use of the time, material or facilities of NNPCN or relating to any actual or anticipated business, research, development, product, service or activity of NNPCN known to the Executive Director while employed at NNPCN, or suggested by or resulting from any task assigned to him/her or work performed by him/her for or on behalf of NNPCN, whether or not such work was performed prior to the date of the Employment Letter of Offer.
- Further agrees, that without charge to NNPCN, but at its expense, the Executive Director will execute and deliver all such further documents as may be necessary, including original applications and applications for renewal, extension or reissue of such trademark registrations or copyright registrations, in all countries, to vest title thereto in NNPCN, its successors, assigns or nominees.

General

- Agrees that the Duties and Responsibilities here described are the entire understanding between NNPCN and the Executive Director, relating to the subject matter of confidentiality, work product and non-competition. This Agreement shall be governed by and construed in accordance with the laws of the Province of Ontario, Canada, and may be modified only by a writing signed by the NNPCN and the Executive Director.
- Consents to the exclusive jurisdiction of the courts of the Province of Ontario, Canada sitting in Ontario or the Federal courts sitting in Ontario. Agrees that the provisions of the Employment Letter of Offer relating to confidentiality shall survive any termination of employment.
- Is aware of, understands and adheres to NNPCN By-Laws, Policies and Procedures, and the directions set to the organization by the NNPCN Board and Executive Director.
- Consults previously with the Board Chair, Board Executive and Board Directors in any issues or decision making that might impact the current directions of the organization.
- Ensures that due diligence, proper procedure, code of conduct and respect to the organizational chain of command are complied with and reinforced in all relations with governance, staff, clients, volunteers, donors, suppliers, health care partners, and any other stakeholders of NNPCN.
- Represents the NNPCN in a professional and positive manner.
- Understands and acts in a manner that supports the Mission, Vision and Values of the NNPCN
- Contributes to a friendly environment in which all NNPCN staff, Volunteers and stakeholders work cooperatively.

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Support to the Chair/Board Executive/Board Directors

- Briefs and updates the Chair/Executive of the Board of all relevant actions taken or that need to be taken during the month; important issues related to policies and procedures; changes in the health care regulatory environment (palliative care, bereavement, and care for the caregiver), such as new laws, policies and procedures. Reports these changes to the body of the Board by email or during Board meetings, to support Board Directors to achieve informed decision-making.
- In common with the Chair/Executive of the Board, assesses relevant information, analyzes and decides on the proper course of action that needs to be taken in any major new issues, needs, changes, and activities, as they happen.

Strategic and Succession Planning

- Revises, updates, ameliorates, follows up and monitors the NNPCN Strategic Planning, which includes Succession Planning, in an ongoing basis, together with the Chair and Executive of the Board, and proposes the revision of the Strategic Planning for approval of the Board whenever necessary.
- Involves the whole Body of the Board, to the measure of their availability, in the brainstorming sessions preceding decision-making of the next steps of NNPCN Strategic Planning and Succession Planning.
- Oversees and participates in the implementation of the Strategic Planning and Succession Planning.
- Monitors, evaluates and adapts all aspects of the Strategic Planning implementation in an ongoing basis.

Governance, Staff and Operations Documents and Forms

- Revise, updates, follows up and monitors organizational documents and forms as needed, together with the Chair and Executive of the Board, and presents a proposal of revision for approval of the Board, whenever applicable and necessary.
- Makes sure that all documents and forms belonging to the organization are properly secured in editable electronic documents and hard file copies (when applicable), easily accessible to the Executive of the Board and/or current and future staff/Board/Volunteers, to guarantee seamless succession and training process along the organizational history.
- Makes sure that main documents and forms of public interest are easily accessible to the public, properly posted on public platforms such as the organizational website and hard file copies at the Headquarters.
- Keeps the Board apprised about any major updates in administrative forms such as Volunteer and Client forms.

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Programs

- Develops, implements, manages, oversees, evaluates and updates all Programs of the Organization, old and new, in an ongoing basis.
- Procures and secures financial means, logistics and capacity to run organizational programs.
- Main Programs are: Volunteer Visiting Hospice, Bereavement and Grief, Events and Fundraising, Grants, Training and Education, Volunteer Engagement, and Community Awareness.

Financial

- Oversees, procures, secures, manages and monitors the necessary funds to run the organization.
- Approves payments and expenses, creates and signs expense requisitions. Regularly presents expenses over \$500 for approval of the Executive of the Board before issuing the payment.
- Has cheques produced by the accounting person signed by two signing authorities in an ongoing basis.
- Proceeds, oversees or delegates payments to personnel, volunteers, at the bank, online and by mail.
- Processes, oversees or delegates the creation of deposit slips and has moneys received deposited in the organization's bank accounts in an ongoing basis.
- Issues and sends income tax receipts to donors. Delegates creation and mailing of income tax receipts to staff when applicable.
- Archives and locks invoices, expense requisitions, cheque stubs, deposit slips, income tax receipt copies, photocopies and all paper trail of financial operations in the Finance cabinet for Annual Auditing.
- Keeps electronic copies of major daily financial operations in the organization's online platform and/or database, as applicable.
- Consults with and briefs the Executive of the Board in an ongoing basis about major, ongoing or new revenue and expenses.
- Oversees, procures, secures, manages, implements and monitors all fundraising events and grant applications of the organization with the goal of securing growth of revenue that will allow expansion of the organization's Programs.
- Previously briefs the Executive of the Board about major Agreements, Policies and Contracts about to expire or to be established or renewed. Renews Agreements, Policies and Contracts and pays the corresponding fees when applicable, on behalf of NNPCN, such as Income Tax Declaration, the NE LHIN MSAA, Insurance Policy, Rental Lease, Audit, Educational Institutions Placement Agreements, and Collaboration Agreements with Health Care Partners.
- Registers or oversees registration of staff, volunteers and awardees for Conferences, Symposiums and other events and pays for the corresponding fees and travel expenses. Submits expenses, and proposes Volunteer Award names, for approval of the Board.

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Audits

- Oversees, procures, secures, manages, implements and monitors in an ongoing basis all the paper trail and other evidence required by the Annual Financial Auditing.
- Is available to support auditors during Financial Auditing time in any way requested.
- Oversees, procures, secures, manages, implements and monitors in an ongoing basis any other internal or external statistical or Quality Assurance Audits required by regulatory Bodies or authorities, such as auditing reports to the NE LHIN and the HPCO.

Meetings and Representation

- Organizes and attends Board meetings and submits a monthly Executive Report to the Board.
- Organizes and attends the Annual General Meeting and other main Volunteer Engagement events such as Year-end Celebrations.
- Attend satellite team meetings whenever possible, in person at least twice a year, and by phone/web conference whenever possible, in Mattawa, West Nipissing, Almaguin and any future new satellite teams.
- Updates satellite teams of any major new developments in the organization.
- Procures, secures, approves, oversees, delegates, and provides ongoing support, education and training opportunities, events and projects, online or face to face, to NNPCN Volunteers across Nipissing and East Parry Sound Districts.
- Oversees organization, delivers, delegates and/or attends Staff and Volunteer meetings, training sessions and events at the Head Office facility in North Bay.
- Regularly attends health care partners' and other stakeholders' committee meetings. Represents, votes, raises awareness, advocates for, defends and promotes Near North Palliative Care Network brand name, interests and needs before these committees.
- Attends, oversees registration and attendance of Staff and Volunteers at major local, provincial, national and international Conferences, Symposiums and other relevant annual gatherings.
- Attends events and meetings in the community at large. Represents, votes, raises awareness of, advocates for, defends and promotes Near North Palliative Care Network brand name, interests and needs in these events and meetings.
- Raises awareness about the organization online and in the local/regional media and social media.

Organization Calendar

- Oversees, manages and plans the annual calendar of activities of all sectors, departments and programs of the organization.
- Foresees, plans and posts the annual calendar of the subsequent year for ongoing predictability of organizational recurrent events and operations.
- Complies with deadlines of main organizational events, operations, reports to the Board, the NE LHIN, HPCO and other stakeholders.

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Staff, Working Board Members, and Key Volunteers

- Creates and updates Job Descriptions, Job Offers, Advertisements, Contracts, Terms of Agreement, Performance Evaluations and other forms and documents related to advertising, selecting, hiring and training new Staff, Working Board Members and Key Volunteers performing essential roles in the organization.
- Keeps the Board apprised about any major updates in such documents and forms.
- Oversees or conducts the process of recruitment, from job advertising, interviewing, selection to job offer and hiring in collaboration with the Chair and Executive of the Board. Notifies the Board about new Board Director/Working Board Director candidates and new Key Volunteers.
- Creates, updates, oversees, delegates and/or administers proper onboarding procedures and training programs to new Staff, Working Board Members and Key Volunteers.
- Oversees or gives ongoing support to Staff, Working Board Members and Key Volunteers so that they achieve success in their programs, roles and responsibilities.
- Oversees, participates in, or conducts Performance Evaluation of Staff, Working Board Members and Key Volunteers at least once a year and keeps the Board apprised of any major changes in Staff, Working Board Members or Key Volunteers.
- Conducts Performance Self-Evaluation at least once a year, in collaboration with the Board, and receives the Performance Evaluation from the Board to the Executive Director.

General Volunteers and Administrative Forms

- Creates and updates Job Descriptions, Application Packages, Performance Evaluations, and other forms and documents related to advertising, selecting, hiring and training new Volunteers.
- Keeps the Board and Volunteers apprised about any major updates in such documents and forms.
- Oversees and conducts the whole lifecycle of Recruitment, Onboarding, Training, Management, Promotion, Relocation and/or Dismissal, in collaboration with the Volunteer Coordinator and/or designate.
- Keeps the Executive of the Board apprised of any major changes in the organizational Volunteer base.
- Creates and updates Administrative Documents and Form Templates. Keeps the Board and Volunteers apprised about any major updates in such documents and forms.

Client and Volunteer Support

- Oversees and supports the work of the Volunteer Coordinator, Services Assistants and delegates. Substitute the Volunteer Coordinator, Services Assistants or delegates in their absence, such as during the Volunteer Coordinator's vacation, sick leave, maternity leave, or leave of absence.
- Receives and processes database and hard files of new Client Referrals and prospective Volunteer Applications.

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- Arranges for the initial assessment of community clients for volunteer support.
- Whenever necessary, assesses in person the environmental conditions and safety of the home/dwelling of the palliative care or bereavement clients, together with the Volunteer Coordinator, and decides about any potential risks for the client, volunteer and NNPCN.
- When deemed necessary, keeps the Board apprised of outstanding situations.
- Matches volunteers with clients.
- Keep clients' and volunteers' database and hard files updated; closes and/or reopen clients' files; archives files of past fiscal years.
- Maintains statistical data for quarterly reports submission to Ministry of Health, HPCO and other stakeholders.
- Organizes wait lists of bereavement clients for individual and group sessions.
- Schedules, organizes, implements, oversees and delegates bereavement individual and group sessions and other support groups as necessary.
- Oversees, delegates and/or contact clients and volunteers to schedule, cancel and/or re-schedule sessions, visits, training activities and/or meetings.
- Approves, organizes, oversees, delegates, schedules and/or implements training sessions, activities and workshops, as well as the continuing education of volunteers.
- Oversees, delegates and/or initiates the Application process of prospective volunteers; creates their new database and hard files. Monitors the progress of the Application process and makes sure that the prospective volunteer met all requirements and provided all requested documentation. Phones the references of prospective volunteers. Approves and onboards new Volunteers. Approves volunteer's requests of leave of absence and/or termination of their role as NNPCN volunteer.
- Manages concerning behavior, concerning events, complaints, incident reports and disciplinary actions involving clients and/or volunteers. Briefs major concerning behavior, concerning events, complaints, incident reports and disciplinary actions to the Executive Board. Procures Board advice and decision-making on these matters when necessary.
- Oversees, delegates and/or register prospective volunteers for the HPCO online training and face-to-face training modules. Monitors their progress. Issues signed certificates of completion of training to graduate prospective volunteers.
- Oversees, delegates and/or keeps training attendance rosters of face-to-face training sessions, workshops, volunteer meetings and other activities that require registration of attendance.
- Oversees, delegates and/or recruits, schedules and organizes volunteer activities.
- Ensures ongoing engagement with, advocacy for, and support to volunteers.
- Maintains a constant open line of communication with volunteers, clients, caregivers and family members. Ensures a high level of care and compassion is provided.
- Plans networking, awareness and community events that facilitate volunteer recruitment.
- Recruits, trains, manages and evaluates performance of Volunteers to help with all the tasks above.

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Administrative and Fundraising Support

- Oversees, delegates, procures, secures and assists with general office coordination, administrative functions, reception, technology management and maintenance, office supplies, maintenance of filing systems and computer data base.
- Oversees, delegate or helps update and maintain website and social media.
- Oversees, delegates or provides program support such as, but not limited to, monthly mailings, team meetings minutes, advertising, and any other program supports.
- Oversees, delegates and/or upkeeps donors' database.
- Oversees, delegates or sends letters to clients and volunteers, such as, but not limited to, re-contact or no-contact letters to clients; letters of appeal, thank you and/or acknowledgement letters to donors.
- Oversees, delegates and assists in the coordination of fundraising campaigns, initiatives and events, as required, some of which may be after hours.
- Oversees, ensures and/or delegates logistics for Board meetings, including, but not limited to, Agenda, Minutes and documentation to be revised by the Board. Ensures Board signatures are obtained promptly as required.
- Keeps updated list of Board Membership with start date, leave of absence, end date, contact info and role.
- Oversees, delegates and makes sure that organizational contact lists of Volunteers and Clients are up to date.
- Oversees, delegates, receives, sorts and sends mail (internal and external) regularly, screens correspondence and highlights critical aspects or required actions to the attention of the Board and Staff. Identifies and promptly follows up on delivery of documents.
- Oversees, delegates and/or handles inquiries and requests from volunteers, clients, other organizations, members of the public, funding partners, government agencies, elected officials, Board and Committee members, etc.
- Recruits, trains, manages and monitors Interns and Volunteers to help with all the tasks above.

Qualifications

- A university degree or college diploma in business administration, hospital administration, finance or other discipline related to the service provided is required.
- Master's Degree is an asset.
- Several years of experience as senior manager in a related institution or organization are required.
- Specialization in a functional area or service through specific university or college training in that area or through previous experience is an asset.
- Experience in Palliative Care and Bereavement Services.
- Experience in Volunteer Management.

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- Experience working with non-profits.
- Experience working with Visiting Hospice Volunteers.
- Outstanding interpersonal skills.
- Excellent organizational and communication skills.
- Strong conflict resolution skills.
- Proficient with latest technology such as Microsoft Office & database management (experience with Hospice Info Anywhere/SUMAC is considered an asset).
- Able to work effectively in a team setting.
- Creative energy and initiative.
- French is an asset.

Working conditions

- Must have own transportation (or ability to travel independently) as travel is required throughout the year.
- Must be available to work a mix of extra hours including evening and weekends.
- Must be available to work out of the North Bay office and remote online.
- The NNPCN is a safe, equal-opportunity, harassment-free work environment, which offers staff and volunteers ongoing support and encourages ongoing self-care.
- NNPCN works with best practices of investing in the well-being of staff and volunteers.
- Hospice Staff and Volunteers are routinely exposed to end of life, traumatic experiences by witnessing death of their client, and to traumatic narratives from caregivers and bereaved clients.
- NNPCN trains and educates staff and volunteers to be mindful of their own limits and well-being, and to their responsibility of protecting themselves from shock, trauma, vicarious trauma, compassion burnout, and disorders such as PTSD.
- Staff and Volunteers at NNPCN are encouraged to fill the PROQOL (compassion burn-out self-scoring scale) frequently, and to warn the Executive Director, Volunteer Coordinator or designate immediately after they witness a shocking situation, listen to a shocking narrative, or feel unsettled by a situation.
- Staff and Volunteers at NNPCN have the right to accept or not to accept a client. Staff and Volunteers at NNPCN have the right to conscientious objection. Staff and Volunteers have the right to ask the office to find another volunteer to help a client, and to step back from a case, when they feel that serving that client is compromising their own well-being.
- Staff and Volunteers at NNPCN have the right to remain with a client, providing administrative palliative care, and/or bereavement services to the last moment of their natural lives or the day before hastened death, provided that palliative care and comfort measures are required by the client, and the Staff and/or Volunteer expresses being ready and willing to follow the case and/or remain with their client.

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- Staff and Volunteers have the right to opt out from a client in case a client, caregiver, or client's family member requests Staff or Volunteer to: conduct any legal, commercial, or personal transactions; sign documents; lend or borrow money on behalf of the client; become a Beneficiary, POA, or Executor of the client's last will and testament; accompany the client to any medical, MAiD, surgical, and/or other palliative care procedures; drive the client in the Staff or Volunteer's car; adopt a client's child; marry a client In Extremis; be a witness at court/police procedures; or any other unforeseen supports beyond the scope of Roles and Responsibilities of an NNPCN Staff or Visiting Hospice Volunteer.
- In case the Staff or Volunteer decides to help an NNPCN client or caregiver as a private citizen and friend, on their own free choice and will, they will step back from handling the case as NNPCN Staff or Volunteer.
- Staff and Volunteers who step back from a case are requested to give notice well in advance to the Executive Director and the Office, so that the Office has operational time to pair up the client with another volunteer and/or close the client's file when applicable.
- NNPCN will take all measures possible to protect and enhance the psychosocial well-being of their Staff and Volunteers, by providing training and education for self-care, free access to NNPCN Adult Day Program activities, Volunteer Investment sessions, grief sessions, protective, safe and fair policies and procedures, and more.
- NNPCN will make all efforts to ensure that the client's dwelling is safe and free from hazards, prior to the volunteer attending.
- NNPCN coverage is 7 days a week, 24 hours a day, when possible. Flexible hours of availability are greatly appreciated.

Benefits and Mileage Compensation

- None

Approved by:	<i>NNPCN Board and Executive Director</i>
Date approved:	<i>February 14, 2017</i>
Next Review Date:	<i>February 26, 2018</i>
Reviewed:	<i>NNPCN Board and Executive Director</i>

ⁱ All duties and responsibilities are subject to change, at a moment's notice, if there are changing operational and service demands.

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Executive Director Job Description - 2/26/2018