



POSITION PROFILE

Chief Executive Officer (CEO)

2021

ABOUT BOOST CHILD & ADVOCACY CENTRE

Boost Child & Youth Advocacy Centre provides seamless, coordinated programs and services to children, youth, and families experiencing emotional, physical or sexual abuse; neglect; family violence; human trafficking; or other trauma. Working to eliminate this abuse and violence, Boost CYAC offers wraparound services including primary prevention, public education, advocacy, trauma assessment and therapy, and court preparation for child witnesses.

Boost provides help to more than 3000 children and adults every year through our staff of 30 full-time professionals plus 38 Toronto police officers, 25 child protection workers, and a team of six advocates, one nurse practitioner, and six mental health workers.

Using a multidisciplinary approach, police and child protection investigators conduct joint child abuse investigations, refer children or youth for medical evaluation, and link investigative services with other Boost CYAC programs such as crisis support through our advocacy program, specialized assessment and treatment, and court preparation. All these services are co-located, which means that children, youth, and families need not travel to numerous locations.

A pioneer and leader in the field, Boost CYAC was instrumental in advocating for, and establishing, the first child/youth-friendly courtroom and specialized prosecution team in Old City Hall Court in Toronto. Together with organizations like the YMCA, and child-care centres and specific communities across Ontario, Boost CYAC has also delivered crucial training to thousands of professionals to help them appropriately report and respond to child abuse.

Taking the lead in establishing a national vision and standards for the Child & Youth Advocacy Centres that are developing throughout the country, Boost CYAC also offers a national training and consultation program that has been delivered to centres across Canada.

Boost CYAC is a centre of excellence, providing a leading-edge response that is setting the benchmark for child abuse investigations and interventions. By drawing upon interdisciplinary expertise and through ongoing collaboration with the Child Welfare Institute, Boost CYAC is also conducting innovative research that will allow for the evaluation and implementation of best practice standards and evidence-based/evidence-informed multidisciplinary procedures, programs, and services.

Boost CYAC is managed by a CEO and governed by a Board of Directors. Increasing demand for the services provided by Boost CYAC has resulted in considerable growth during the past few years.

<https://boostforkids.org/>

THE ROLE

Reporting to the Board of Directors, the CEO is the senior leader, guiding day-to-day management decisions, and developing and implementing the strategic direction in alignment with the organization's vision, mission, and values. The CEO supports the governance mandate of the Board and ensures that appropriate accountability, transparency, and risk management practices are in place. They have overall responsibility for the quality of programs and for the allocation of both financial and human resources. Ensuring effective communication of Boost CYAC's mission and strategy with all stakeholders, the CEO builds successful relationships with staff, funders, our CYAC Partners, the broader community, and with other partners in the child protection field.

KEY RESPONSIBILITIES

STRATEGIC & OPERATIONAL PLANNING

- Develop strategic and operational plans based on the future needs of the organization and mission.
- Build an operational plan that brings best practices to all key functional areas: finance, HR, marketing and communications, revenue development, mission-based programming, and leveraging the CYAC partnership.
- Set defined metrics to measure success and ensure Boost CYAC is meeting its objectives.
- Understand, within the strategic planning process, the role Boost CYAC can play within the child protection landscape.

BOARD RELATIONS

- Be a trusted advisor to the Board through an open and transparent relationship, supporting the Board members in their fiduciary role as strategic and policy advisors.
- Develop reporting processes and systems to keep the Board well informed regarding the health and wellness of the organization.

HUMAN RESOURCES

- Create a working culture of collaboration and teamwork, recognizing staff skills and competencies.
- Develop metrics, performance measurements, and other HR policies to support the growth of staff and ensure the team is meeting crucial targets and goals.
- Inspire performance through coaching, mentoring, and positive leadership.

REVENUE DEVELOPMENT & MARKETING

- Build a revenue development plan that meets the strategic objectives of the organization with a focus on sustainable long-term funding.
- Develop a plan that recognizes and stewards current and future donors, using reporting and other tools to show donor impact.
- Develop strong relationships with Boost CYAC's key private and government funders.

- Build a strong marketing and communications plan that includes social, digital, and various other media; brand development; and external and internal communications.
- Build compelling marketing materials that inspire and educate the Canadian public.

PARTNERSHIPS

- Develop strong working relationships with CYAC partners as well as with a large number of external stakeholders to deliver mission-critical programming.
- Partners include Children's Aid Society of Toronto, Catholic Children's Aid Society of Toronto, Toronto Police Service, Sick Kids, Native Child and Family Services of Toronto, Jewish Family and Child Services of Greater Toronto, and Radius Child and Youth Services.

OPERATIONS

- Solidify and strengthen Boost CYAC's operations, looking for efficiencies and best practices.
- Develop a fiscally strong organization, including monthly and yearly reporting and cash flow projections.

THE OPPORTUNITY

The new CEO will have the opportunity to build and lead an excellent team of professionals who are dedicated to the organization's compelling mission. The successful candidate will be instrumental in developing a plan for the future that galvanizes, inspires, and professionalizes Boost CYAC in order to improve the lives of children.

THE IDEAL CANDIDATE

The ideal leader for Boost CYAC will be a seasoned NFP leader or leader in the field of human services, with a proven ability to grow organizations; set strategy; motivate staff, volunteers, and stakeholders; build strong staff teams and cultures; work well with partner agencies; and operationalize important missions.

Their background will include managing all key functional areas of an organization and leveraging the expertise of its senior management team. Revenue development from a number of sources will be an essential component of the role. The ability to communicate in an inspiring way with both internal and external stakeholders is crucial, and the successful candidate must be a talented speaker and writer who can interact effectively with various forms of media.

As a strategic and visionary thinker who can see what is possible and how to create and execute a plan to meet that vision, the ideal leader has a business orientation and is always focused on key deliverables and metrics, and can convey these to key stakeholders. Previous experience turning around organizations would be beneficial.

As a leader, the individual will have an appreciation of trauma-informed theories, principles, and practices and will play a key leadership role in recognizing and mitigating the impact of chronic stress on individuals, teams and the organization as a whole.

As a leader, the individual is confident in their abilities, can lead through inspiration, and is someone others want to be led by. They are open to new ideas, have an accessible, open-door style and create collaborative working environments. Honesty and transparency are key, as are exceptional interpersonal and communication skills.

The ideal candidate will provide leadership to support Boost CYAC's anti-racism and equity efforts. They will have knowledge of anti-oppression, equity, diversity and inclusion frameworks including the ability to proactively identify and address racism and oppression, both interpersonal and systemic, throughout the organization and support future planning and strategic goals.

Given the complex clinical population served by Boost CYAC, clinical experience will be an asset. A demonstrated interest/experience in child welfare is fundamental to the role.

PERSONAL ATTRIBUTES

The new CEO of Boost CYAC is smart and creative. While having a business orientation, they must also be warm, caring, and empathetic. A confident individual naturally, the CEO presents a high degree of self-awareness and self-esteem, leading people with ease and self-assurance, transparency and honesty in all their dealings while being strong and fair.

CORE COMPETENCIES

- Experience as the head of an organization reporting to a professional board of directors.
- Demonstrated ability to advance an organization's mandate with a track record of growth.
- Experience overseeing all key functional areas, including finance, HR, revenue development, marketing, technology, and program/service delivery.
- The skills to work with staff and board members to develop and execute a strategic plan for an organization.
- A track record of soliciting a wide range of private and public donors to increase the revenue of an organization.
- Exceptional leadership skills — has managed teams of staff through both direct and indirect reports and is able to lead with both authority and influence.
- Exceptional communication skills in reaching both internal and external audiences.
- Has excellent relational skills with the ability to work with a wide range of individuals and stakeholders, including high profile leaders.
- Track record uniting and inspiring others to achieve high impact results.
- Creative and innovative while rooted in solid process management skills and analytical thinking.
- University degree.

ADDITIONAL INFORMATION

Boost CYAC is committed to:

- Creating a diverse environment and is proud to be an equal opportunity employer.
- Providing accommodations in all aspects of the recruitment and hiring process under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

Location - Eglinton and Mt. Pleasant in Toronto.

HOW TO APPLY

We thank all candidates in advance. We will, however, contact only those selected for an interview. To apply, please submit, in confidence, a resume along with cover letter which sets out your interest in the role and highlights the experience you have relevant to the role. The preferred method of application is on-line at searchsmart.com/jobs.

On behalf of BOOST, we encourage people with diverse backgrounds to apply. We do not discriminate any employee or applicant because of their race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status. Our selection process reflects a bias free structure that helps us to select the best candidate fairly while maintaining our commitment in diversity and inclusion.

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