



JOB DESCRIPTION

JOB TITLE	Chief Administrative Officer (CAO)
DEPARTMENT / PROGRAM AREA	CAO's Office
REPORTING TO	District of Nipissing Social Services Administration Board (DNSSAB)
EFFECTIVE DATE	November 2023

JOB SUMMARY

The CAO is responsible to the DNSSAB Board of Directors for the overall management and efficient delivery of a range of programs that includes Ontario Works, Children's Services, Housing Services and Paramedic Services. This includes overseeing the management of Housing Operations (Nipissing District Housing Corporation (NDHC)) and holding the role of Chief Executive Officer for NDHC.

The CAO is accountable to the DNSSAB and NDHC Boards for the efficient and effective management operations which are summarized in the following key result areas:

- Leadership and strategy
- Communication
- Staff management and development
- Capital infrastructure and financial management
- Support to the Board
- Collaboration and advocacy
- Community/external relations
- Policy/procedure management
- Quality assurance

These key result areas are assessed on an annual basis through the performance review process.

The CAO is part of the Northern Ontario Service Deliverers Association (NOSDA) leadership table. The CAO is responsible for working collaboratively with NOSDA partners to lobby for the needs of the North at the provincial and federal level.

The CAO is also a partner at the local level and is able to foster positive and productive relationships with partners across the District.

JOB DUTIES AND RESPONSIBILITIES

- The CAO will perform all duties outlined in the DNSSAB General Business By-law (By-law #1) and NDHC's By-law #1 which include, but are not limited to:
 - Report to the Board Members;
 - Be responsible for all operations of the Corporation;
 - Record or delegate accurate minute taking of the Corporation's meetings;
 - Ensure that the Corporation's files, records and other relevant written materials are kept, recorded and distributed;
 - Take a lead role in financial policy development and monitoring of the Corporation's finances; and
 - Advise and assist the Members in understanding the Corporation's finances.

Without limiting the generality of the foregoing, the duties and responsibilities of the Chief Administrative Officer shall be as follows:

- To direct and co-ordinate the business of the Corporation in all its branches and departments in accordance with the policy and plans established and approved by the Members;
- To direct and co-ordinate the preparation of plans and programs to be submitted to the Members for approval and to fulfill the mandate of the Corporation;
- To direct and co-ordinate the compilation, consideration and presentation to the Members, recommendations arising from departmental operations, which require the Members' approval and to propose by-laws or resolutions arising from such recommendations;
- To direct the preparation and compilation of, and to present to the Members, the annual budget of estimates of revenues and expenditures;
- To exercise general financial control over all departments in terms of the approved appropriation;
- To act as spokesperson and direct collective bargaining with all the Corporation's employees within collective bargaining units, to recommend to the Members agreements concerning wages, salaries and working conditions, and, upon approval by the Members, to administer such agreements and in general to be responsible for wage and salary administration, subject to normal grievance procedures, and to recommend to the Board of Directors or its appropriate Committee a system of grievance procedures for such employees that are not covered by existing agreements, or included in collective bargaining units;
- To have full control and direction of all employees subject to the human resources policies;
- To appoint, employ, suspend or dismiss employees not covered by collective bargaining agreements according to annual budgets, organizational structures and policies and salary scales as approved by the Members from time to time and to appoint and employ all other employees of the Corporation in accordance with procedures obtained in collective bargaining agreements and to suspend or dismiss such employees for cause, subject to the normal grievance procedures contained in the relevant collective bargaining agreements;
- To present to the Members reports and information regarding progress and accomplishments in programs and projects, the status of revenues and expenditures, and the general administration of the Corporation;
- To be cognizant of all communications to the Corporation and to receive all communications to direct the submission of the same to the Members together with their recommendations therein;

- To attend all meetings of the Board of Directors; The CAO is authorized to seek legal advice and representation where necessary to protect, preserve or assert the best legal interests of the DNSSAB, and is authorized to pay any expenses, disbursements or costs reasonably incurred by or awarded against the DNSSAB within the CAO's delegated authority limits. The CAO will notify the Board of Directors of any legal proceedings against the DNSSAB and of legal advice touching the legal affairs of the Corporation over \$150,000 as soon as is reasonably practicable; and
- To perform such other duties and exercise such other powers as the Members may from time to time lawfully assign to them

In addition to obligations under the DNSSAB and NDHC By-laws, the CAO/CEO also carries out the following duties:

- Ensure that the Board is kept informed of all major developments which will or may affect delivery of its services. This will be accomplished through regular reports to the Board and, as required, the issuance of reports concerning emerging issues.
- Ensure that program funds are expended in accordance with legislation and/or Board policy. Also responsible for liaison with external auditors and Ministry program staff.
- Act as a liaison and advocate with provincial and federal bodies, municipalities, and other agencies to ensure proper interpretation and understanding of the DNSSAB policies and needs; including public presentations, initiating public forums as well as participation in community conversations. This includes attendance at meetings and travel and work outside of regular office hours.
- Develop and maintain strong community partnerships across the District and demonstrate recognition of the unique differences in our partner communities.
- Completes an annual performance appraisal of all DNSSAB Directors and the Communications and Executive Coordinator.
- Overall responsibility for developing policies and procedures regarding discretionary legislation to ensure that satisfactory service levels are achieved and maintained. Such policies are subject to the approval of the Board.
- Lead by example to maintain a workplace culture built on honesty, transparency, and integrity.
- Ensure timely approval of expenditures.
- **As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.**

QUALIFICATIONS

- Completion of a university degree in Social Sciences, Business/Public Administration, or an acceptable combination of education and experience.
- A minimum of 7 years' experience at the senior management level, preferably in the public/community services sector.
- Sound financial acumen and human resources management skills.
- The ability to communicate in French as well as English is considered a strong asset.
- Understanding of challenges unique to North Eastern Ontario is required.
- Ability to work in a DNSSAB/NDHC office on a regular basis as established by the Board. Flexibility is provided with the understanding operational requirements are the priority, and a presence in the communities of the District is critical to the Board.
- Knowledge of provincial legislation, federal housing and homelessness programs, regulations and agreements governing housing, homelessness, and new affordable housing development programs.
- Knowledge of and experience with direct delivery of social housing, including experience with capital asset management.

- Knowledge of provincial legislation and technology governing Ontario Works and Children's Services and Early ON programming.
- Knowledge of the Land Ambulance Act and Ministry of Health legislation.
- Knowledge of Public Sector Accounting Principles, the Occupational Health and Safety Act, the Employment Standards Act and the Labour Relations Act.
- Demonstrated expertise in community development, advocacy, building partnerships and managing change.
- Working knowledge of social policy and strategic planning to contribute to the establishment of Board objectives, program goals and ability to develop and implement action plans.
- Knowledge of applicable privacy legislation, including *Accessibility for Ontarians with Disabilities Act* with an understanding of confidentiality and in-camera processes.
- Excellent analytical skills to understand complex issues and develop long-range strategies.
- Strong leadership, interpersonal communication skills and negotiating skills to develop and manage both internal and external relationships.
- Excellent oral and written communication skills to prepare and present ideas to management, the Board, and community partners.
- Proficient in Excel, MS Word, and PowerPoint.
- Working knowledge of MS SharePoint, Zoho Project Management Software, eScribe and MS Dynamics NAV considered an asset.
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy.
- A valid Ontario driver's license and a vehicle available for use on the job.
- As a DNSSAB employee, the CAO is responsible for creating, maintaining, and actively participating in a respectful workplace that is free of all forms of harassment, discrimination, and violence

STATEMENT OF MANAGEMENT DUTIES AND RESPONSIBILITIES IN DNSSAB

All management is responsible and accountable for:

- Commitment to the achievement of quality services and healthy workplace through DNSSAB's strategic plan and direction.
- Planning through participation and input into strategic planning, developing operating and financial plans, monitoring plan progress, reporting on plan results and evaluating the effectiveness of planning activities.
- Effective and efficient management of financial and human resources.
- Developing and organizing work processes, assigning work to staff, monitoring progress on outputs and quality, identifying process and workflow issues and developing solutions to these problems to achieve efficient, effective, and quality services.
- Developing and implementing appropriate measurements for plans and workload productivity, analysing and reporting on measures.
- Managing and supervising human resources through recruitment and selection of staff, orientation, training, performance management, monitoring compliance with organization policies and standards, administration of collective agreements including grievance investigation and resolution.
- Internal and external communication through written correspondence, reports and through oral presentations and meetings with staff and community.
- Maintain awareness of external and operational trends to identify impacts on DNSSAB mandates and programs.
- Effectively manage and safeguard Board assets both tangible and intangible.
- Be committed to the highest standards of ethics and business conduct.
- Promote and protect the good reputation of the organization.