



Opportunity Profile

DIRECTOR OF HUMAN RESOURCES AND CULTURE
TEEN CHALLENGE CANADA

NELSON/KRAFT
AND ASSOCIATES

EXECUTIVE SUMMARY

Teen Challenge Canada Inc. (TCC) is a faith-centric organization with a mission to help men and women overcome substance addictions to lead full and productive lives.

TCC is currently seeking a creative and passionate Director of Human Resources & Culture to inspire and promote change within the workplace.

The Director of Human Resources & Culture serves as an integral part of the Senior Leadership Team. The primary responsibility of this position is to perform a range of duties supporting department managers and employees. Responsibilities include, oversight of the Human Resources department, training managers and staff on Teen Challenge's best practices, directing benefits and compensation strategies, promoting healthy employee-management relations including employee recognition and engagement, creating and implementing effective training and development programs, and handling all matters related to employees with the utmost sensitivity and confidentiality. Other responsibilities include working alongside the Senior Leadership Team and legal counsel as a strategic partner to ensure compliance with legislative requirements in order to successfully maintain a healthy and sustainable workplace.

If you are a strong communicator with exceptional soft skills and a proven ability to lead with integrity, we'd love to hear from you!





OUR STORY

The Teen Challenge story was first told in the best-selling book and movie *The Cross and the Switchblade* when Pastor David Wilkerson reached out to troubled youth on the streets of New York City in 1958. Today, Teen Challenge is a non-profit, interdenominational, faith-based program operating in 82 countries with over 1,500 locations internationally, and continues to grow at a dramatic pace worldwide.

Teen Challenge Canada Inc. was founded 50 years ago in Hamilton, ON and moved to London, ON in 1991 when a nursing home set on 46 acres became available. Teen Challenge purchased the property, relocated, and launched its first residential program.

Teen Challenge Canada Inc. now operates nine centres (233 beds) across five provinces with almost 200 employees, offering help and hope to those struggling with addiction. Funding comes from donations, a Vehicle Donation program and a Thrift Store.

THE PROGRAM

Within the core faith-based, 12-month, in-residence program, men and women make the life changes necessary to live a life of sobriety. The path forward is hard, and those in addiction treatment often experience setbacks and stumbles along the way. Compassionate staff help clients overcome obstacles, celebrate individual successes on their road to recovery, and support them as they are restored to their families and communities.

Addiction doesn't happen overnight, and neither does real change. Day by day, choice by choice, Teen Challenge helps those in addiction start their recovery journey so that they can overcome substance addictions to lead full and productive lives!

To learn more about the ministry of TCC, see the **[2021 Annual Report](#)**.



OUR MISSION

To help men and women overcome substance addictions to lead full and productive lives.

THE TEEN CHALLENGE DIFFERENCE

- Our personnel are **Christian**
- Our staff are **Skilled**
- Our approach is **Intensive**
- Our program is **Voluntary**
- Our program is **Holistic**
- We believe recovery is a **Process** of spiritual and personal growth, and
- We believe **Faith Transforms**

Breaking patterns of addiction is messy, time consuming, and hard. To find freedom from substance abuse, clients need to unpack and allow God's light to shine on their darkest moments and needs. There is a radical impact when men and women acknowledge God's place in their lives, and let hope, grace and forgiveness take root.

MORE ABOUT WHO WE ARE

To hear more about what Teen Challenge Canada is all about, see our [Who We Are](#) video or visit our website at www.teenchallenge.ca.

With God, life-controlling addictions can be permanently overcome!

TEEN CHALLENGE CANADA

RESPONSE TO ADDICTION

WHY DO WE RESPOND?

TO ANSWER GOD'S CALL

Those caught in addiction are among the most vulnerable in society. With our recovery program, we extend the healing hand of God to those who are struggling with substance abuse.

TO SAVE LIVES

There were 1,720 apparent opioid toxicity deaths between April and June 2021 (approx. 19 deaths per day.) Our intensive, 12-month program aims to save more lives and allow more individuals to find freedom from life-controlling addiction.

TO ENABLE LONG-TERM CHANGE

Our therapeutic program equips those who are experiencing addiction and empowers them to change all areas of their lives. The ultimate goal is abstinence — living a life of complete sobriety.

TO RESTORE FAMILIES AND COMMUNITIES

When those struggling with addiction find their way back to health and wholeness, families are restored and communities are strengthened. Our graduates can fully embrace their roles as spouses, parents, siblings, workers, volunteers, and friends.

TO WITNESS TRANSFORMATION

It's a joy for Teen Challenge staff and volunteers to witness someone struggling with addiction find freedom, peace, and a hope for a brighter future. Witnessing changed lives makes the long and hard work worthwhile.

Our ministry exists for all who are ready to take the brave first step towards recovery. When someone in pain finally says "no more" to addiction, we are ready to respond with an available local treatment bed and trained staff to work alongside them.

To hear more about how Teen Challenge Canada comes alongside those in addiction, see our [Get Help Today](#) video.

RESPONSIBILITIES OF THE DIRECTOR OF HR & CULTURE

STRATEGIC PLANNING & CULTURE

- Direct and motivate the Human Resources Team by remaining mission-focused and emphasizing person-centred communication
- Devise organizational strategies by identifying and researching issues surrounding human resources in order to ensure objectives are in line with Teen Challenge Canada's core values and mission
- Contribute information, analysis, and recommendations to organizational strategic thinking and direction
- Strategize and implement ways to promote a positive and effective workplace culture throughout the organization
- Enhance leadership training to help improve communication, conflict resolution, and employment engagement
- Oversee the adherence to wages, working hours and other regulations
- Assist in developing an effective internal pay scale based on position classifications and compensable factors
- Ensure compliance with legislation such as the Pay Equity Act



EMPLOYEE RELATIONS

- Devise and communicate Human Resources policies, procedures, laws, standards, regulations and crucial changes to internal stakeholders
- Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems
- Provide resolutions to employee relations issues (e.g. employee complaints and harassment allegations)
- Build and sustain beneficial relationships with employment agencies and educational institutions
- Promote employee engagement by devising employee recognition programs and initiatives in order to improve overall employee retention
- Provide coaching and resources to employees and managers with respect to career development, compensation, staffing initiatives, performance management and employee relations
- Facilitate various confidential meetings to achieve organizational objectives, with the purpose of identifying and recommending appropriate course of action (e.g. investigatory meetings, restorative justice, conflict resolution, compensation analysis and other meetings as necessary)
- Collect input and information for the purpose of conveying and/or receiving information required to perform functions



RECRUITMENT, SELECTION & CESSATION

- Collaborate with the Senior Leadership Team to understand the organization's goals and strategy related to staffing, recruiting, and retention
- Direct the Human Resources Team to execute employment recruitment and retention strategies
- Handle all incoming position and recruitment requests in order to ensure they receive the necessary approval by the Senior Leadership Team
- Coordinate internal and external training and recruitment activities
- Ensure effective exit interviews and provide management with feedback and recommendations
- Work alongside senior management and legal counsel to ensure cessation communications are compliant with current employment law standards



TRAINING & DEVELOPMENT

- Provide ongoing coaching and resources to managers and employees with respect to career development, compensation, staffing initiatives, performance management and employee relations
- Direct and lead an effective orientation process in order to ensure successful onboarding and promote longevity among our staff
- Develop and implement training initiatives on an ongoing basis



QUALIFICATIONS

- Bachelor's degree and Human Resources Management certificate, required
- Minimum 5-7 years of work experience in a senior leadership position, required
- Human Resources designation, strongly preferred
- Demonstrated, proven and integral walk of faith, required
- Applied working knowledge of employment law and occupational health and safety as it pertains to Ontario, Alberta, Saskatchewan, New Brunswick and Nova Scotia
- Demonstrated working knowledge of multiple human resource areas, preferred
- Ability to apply Human Resources skills in the context of a Christian ministry organization
- Basic research skills, required
- Demonstrated ability to provide beneficial recommendations to solve HR issues related to regulations, laws and policies
- Demonstrated knowledge of change management
- Able to develop and successfully implement strategies
- Effective communication skills with individuals at all levels of the organization
- Superior telephone manners and strong interpersonal skills
- Excellent keyboarding and editing skills, including proper spelling and grammar
- Presentation skills, required
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times

QUALIFICATIONS CONT.

- Able to work efficiently as a part of a team, as well as independently
- Computer literacy, including effective working skills in Microsoft Office
- Capable of quickly adapting to new software and technology
- Able to build and maintain lasting relationships with corporate departments and key external stakeholders
- Excellent time and project management skills
- Attention to detail in all areas of work
- Strong problem identification and resolution skills
- Able to interpret and consistently implement company policies and procedures
- Motivated individual with proven initiative
- Professional appearance and manners
- Ability to travel between sites and facilities



SEARCH PROCESS

OUR SEARCH TEAM



jeff@nelsonandkraft.com
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JEFF PITCHFORD

LEADING THE SEARCH

Jeff is an accomplished Senior Executive, with over 25 years of leadership experience across the chemical manufacturing and food processing industries. He wears many hats including Business Consultant, Executive Coach, Board Member, Forum Chair and Birkman Certified Professional. Jeff specializes in leadership development and team-based business success. He is passionate about developing leaders and building high performance teams.



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KEITH KNIGHT

SUPPORTING THE SEARCH

Keith has a long career in leadership development, communications and marketing. Over the past decade he served as Executive Director of the Canadian Christian Business Federation, a national network of Christian business and professional leaders. He inherited a small group of business leaders consisting of seven chapters in southern Ontario and grew the organization into a national network of 70 chapters with a database of 6,500 business and professional leaders, including about 80 Christian non-profits. He thrives on relationship-building, discovering organizational and individual needs.



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MARK KRAFT

SUPPORTING THE SEARCH

Mark is a trusted and sought-after executive search leader, with over 20 years of combined experience in the public and private sectors. Bringing a deep level of care and commitment to his clients, Mark has successfully led over 100 executive talent searches across Canada, for roles ranging from CEO to CFO, to COO. With his breadth and depth of experience, Mark has become a respected advisor and go-to expert for non-profit, charity, and faith-based organizations looking to source top executive talent.

ESTIMATED SEARCH TIMELINE

While every search is dynamic and time frames are hard to predict, the following is an overview of the expected timeline for this search:

Location: London, ON

Application Deadline: June 18, 2022

HOW TO APPLY

Forward your resume and cover letter to info@nelsonandkraft.com.

To obtain a complete Opportunity Profile, please visit our [website](#).

Nelson/Kraft & Associates Inc. is an executive search firm specializing in the recruitment of executive management and fundraising personnel in the charitable sector. We work with a diverse group of not-for-profit organizations through the connection of colleagues in Vancouver, Calgary, Winnipeg, and Toronto.

Nelson/Kraft & Associates Inc. welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.