



**Bethesda**  
Faith. Service. Inclusion.



# Opportunity Profile

DIRECTOR OF SERVICE DESIGN &  
DEVELOPMENT

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NELSON/KRAFT  
AND ASSOCIATES

# EXECUTIVE SUMMARY

Are you yearning for a new role in supporting people with diverse abilities, where your organizational and leadership skills can shine? Are you passionate about creating strong partnerships, advancing strategic growth, and designing quality services?

At Bethesda Christian Association, the goal is to create community among the people they support. This community extends to their families and their surrounding communities. Bethesda believes that we are all interdependent as we experience life together, and by bringing us all together in relationship, we are made stronger. In this way, we can do more, dream more, and fulfill more. Together we thrive.

Do you have a heart for this vision and the skill to step into a new and challenging role? The Director of Service Design & Development position may be the next step in your journey.

As Director of Service Design & Development, you will be joining a highly collaborative and supportive team of professionals. You will participate in the team's efforts to further develop and enhance services of an ever-expanding organization.

This position takes a leading role in the design and development of new and existing services within Bethesda. It assumes full responsibility of supervising and supporting assigned resource managers who oversee various services, ensuring that desired objectives are met. It is ideal for an experienced leader who has worked directly with people who have disabilities or has a genuine heart to serve others.

If you recognize that supporting and empowering people with diverse abilities requires a strong commitment to service excellence, a collaborative culture, and effective systems to enhance service delivery, we would love to consider you for the role of Director of Service Design & Development.



# OUR STORY

## **Bethesda supports and empowers people with diverse abilities and their families**

A big part of what we do is help people to find out what services are available to them, what would be most beneficial, and how to access them.

We offer a range of services including living options (staff supported homes, shared living, and intentional communities where people of all abilities live), community inclusion, supported independent living, summer camps, employment services, and family support services. There's a lot to consider and what is right for one person or family may not be right for another.

We walk alongside people on their journey. Life isn't static and so when it changes, we're there working to find solutions. That's what being committed to communities of true belonging means.

Each of our services is designed to meet the needs and preferences of each person in 8 areas of their life ([8 Qualify of Life](#) measures). This person-centred approach is committed to the values of community and inclusion.

We offer services for people with diverse abilities who are eligible for funding through Community Living British Columbia (CLBC), the Ministry for Children and Family Development (MCFD), and/or the Ministry of Health. We also offer options for people who pay privately for services as well as donation-based services.



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## OUR MISSION

As an expression of our Christian faith, we support and empower people of all abilities and their families, to thrive and to cultivate a deep sense of belonging as we journey through the joys and challenges of life together.

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## OUR VISION

People of all abilities are flourishing in community while sharing their God-given skills and abilities, and being celebrated and embraced for who they are as leaders and decision-makers of their own lives.

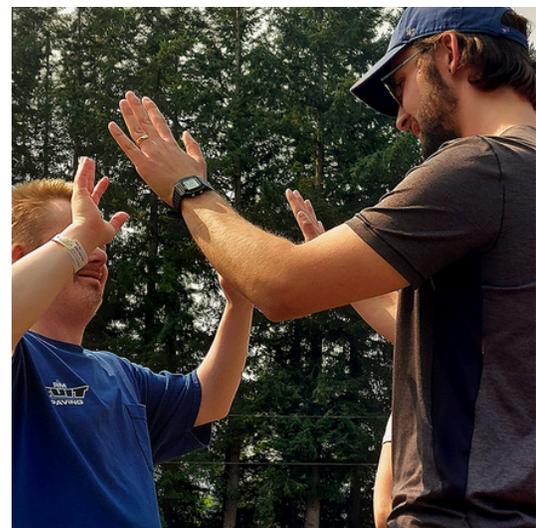
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## OUR VALUES

- Christ-centered, faith-based
- Sanctity of life
- Self-advocacy
- Trust and integrity
- Valuing relationships & inclusion
- Stewardship

# KEY RESPONSIBILITIES

- In collaboration with the Senior Leadership Team, be responsible for the overall growth and direction of the organization in accordance with the philosophy of Bethesda.
- Conduct research and community needs assessments for service development.
- Research new opportunities for memberships, subsidies, exemptions, proposals, grants, etc., and complete applications in consultation with the Chief Operations & Human Resources Officer.
- Assist with the writing of Request for Qualifications (RFQs) and Request for Proposals (RFPs) for pilot projects and new services.
- Liaise with funders, community agencies, and partnerships to enhance Bethesda's services.
- In collaboration with the Senior Leadership Team, design and develop new resources and services in alignment with Bethesda's strategic plan.
- Identify, develop, administer, and oversee special initiatives and projects.





- Oversee the design, development, and quality assurance of service-related documentation, information systems, and procedures.
- Oversee the design and development of staff training modules.
- Recruit, supervise, mentor, and monitor resource managers to ensure quality operations of Bethesda's resources and proper support to people receiving services.
- Ensure strategic plan goals and outcomes are achieved.
- Assume full responsibility of assigned services in developing and maintaining a healthy relationship with persons served and/or their families.
- Ensure that the services maintain all applicable regulations and fulfil contractual obligations.
- Receive, assess, and respond to inquiries and requests for services.
- Share on call responsibilities with other directors of services.
- Provide advocacy, education, and support to break down accessibility barriers and ensure necessary resources are available for people with diverse abilities and their families.

# QUALIFICATIONS

- A philosophy of care in line with Bethesda's philosophy of Christian service and support for people with diverse abilities.
- Proven leadership experience in a non-profit organization; preferably in a senior leadership role.
- Previous experience working with adults living with disabilities.
- A minimum of a post-secondary degree in a relevant field.
- Agreement and personal commitment to Bethesda's Statement of Faith & Community Good Neighbor Focus.
- Strong interpersonal, leadership, and organizational skills, with a high level of personal integrity, initiative, and maturity.
- Excellent communication, mediation, advocacy, and assessment skills.
- Advanced levels of written communication skills required for writing proposals, reports, etc.
- Strong analytical and administrative skills.
- Excellent computer skills with strong knowledge of Microsoft Office Suite and the ability to learn new systems.
- Willingness to be available for flexible working hours and access to own vehicle.
- Standard requirements (Criminal Record Check, Medical Clearance, ICBC Driving Record, Immunization Records).
- Full COVID-19 immunization.

# OUR SEARCH TEAM



shawn@nelsonandkraft.com  
604.614.2665

## SHAWN PLUMMER LEADING THE SEARCH

Shawn is a senior executive who, after 22 years in international relief and development, most recently served as President & CEO of Food for the Hungry Canada. With invaluable program and leadership experience, a history of managing large teams, as well serving as a board member himself, Shawn is well equipped to come alongside your organization to ensure you have the right leadership team in place to drive your future success.



mark@nelsonandkraft.com  
778.982.4427

## 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.



matt@nelsonandkraft.com  
613.355.1412

## MATT ROBBERSTAD SUPPORTING THE SEARCH

Matt is an accomplished Talent Acquisition Manager with a strong background in the non-profit sector. With over a decade of leadership experience in recruitment and retention, he has a proven record of success. Matt has effectively managed end-to-end recruitment processes for a wide range of positions at Christian Horizons, a major faith-based developmental service organization in Canada. His extensive expertise in recruitment and selection enables him to identify the ideal candidates for various organizational roles.

# ESTIMATED SEARCH TIMELINE

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

**Location:** Abbotsford, BC

**Application Deadline:** July 8, 2024

**Short List Interviews:** July 2024

**Start Date:** TBD

**Salary Range:** \$85,072-\$93,288

## HOW TO APPLY

Apply online at [nelsonandkraft.com/jobs](https://nelsonandkraft.com/jobs) with your cover letter and resume. You must be eligible to work in Canada.

Nelson/Kraft & Associates Inc. is an executive consulting firm that specializes in working with not-for-profits and for-profit businesses across Canada, assisting them in the placement of senior executives and directors.

Nelson/Kraft & Associates Inc. welcomes and encourages all interested applicants to apply for this position and is committed to the principles of diversity and inclusion in its hiring practices, and will only make distinctions among interested applicants in accordance with the applicable Human Rights legislation.

Nelson/Kraft & Associates Inc. also welcomes and encourages applications from candidates with disabilities. Accommodations are available on request for candidates taking part in the selection process. If you require disability-related accommodation during the recruitment process, please contact us.