



SHEPHERD'S CARE FOUNDATION



Opportunity Profile

PRESIDENT & CEO
SHEPHERD'S CARE FOUNDATION

NELSON/KRAFT
AND ASSOCIATES

EXECUTIVE SUMMARY

Shepherd's Care Foundation (SCF) is seeking a relational, visionary and strategic leader with a strong faith to join their team as President & Chief Executive Officer (CEO).

SCF is a recognized leader in seniors' care, supportive housing, continuing care and home care services in Alberta. With six facilities in Edmonton, one in Barrhead and one in Calgary, this not-for-profit organization offers unique aging-in-place services within a caring Christian community. The organization also includes an Alberta corporation that builds condominium residential housing for seniors.

Reporting to the SCF Board of Directors, the President & CEO is responsible for the leadership, management and mitigation of risk for the organization, and is accountable for the planning, implementation, directing and controlling of all SCF operations. The President & CEO oversees the implementation of board governance policies and strategic directions, and provides vision and strategic/tactical leadership to the Strategic Management Team (SLT) in facilitating effective operation of the organization.

The President & CEO serves as the face of SCF to internal and external stakeholders and media representatives; actively participating in community, municipal and relevant legislative affairs as they relate to the protection of seniors' and their needs. He or she will oversee the solicitation of funding through grants, capital endowments and donor support, while supporting SCF auxiliary affairs. The President & CEO will also advocate for business opportunities and real estate development; always keeping the SCF business plan and budget forefront.

If you are a proven business leader with experience in pioneering paradigm shifts and can take SCF to the next level, we would love to connect with you.



OUR STORY

Shepherd's Care Foundation employs more than 550 people and contracts out services for an additional 150 positions to care for its nearly 2,000 residents. The frontline workforce is 95% unionized. Spacious, secure and attractive surroundings allow residents to naturally age-in-place, with the freedom to be as social or as private as they desire. The organization is a leader in creating a person-centred care culture in all it does. A strong sense of community is achieved through a wide choice of opportunities to build friendly and caring relationships.

Originating in 1970, a group of individuals recognized an obvious gap in services for the senior population of Edmonton and felt called to make a difference not only for their parents but also for the wider population. SCF now consists of 50 elected members from four sponsoring churches: Southside Pentecostal Assembly and Millwoods Pentecostal Assembly in Edmonton, Eaglemont Christian Church in Beaumont and Bethel Pentecostal Church in Barrhead. The SCF Board, comprised of 14 members, provides guidance and counsel to the President & CEO through governance policies and strategic directions. Additionally, SCF now draws on foundation membership from a greater group of churches in the Alberta & Northwest Territories District of the PAOC.

OUR MISSION

Celebrate life in a caring Christian environment.

OUR VISION

Be the leader in providing innovative aging-in-place services with excellence.

OUR BELIEFS

We believe that the universe and human life came about through an act of special creation by an infinite personal God who has communicated to human beings through the Bible and in the person of Jesus Christ (John 1:1; Genesis 1:1).

OUR VALUES

- Every person has been created equal by God and has worth and value.
- Every person should be treated with dignity, equality and respect.
- Every individual who may benefit is entitled to quality care.
- The Christian elderly are best served when provided with loving Christian care.
- Quality care is holistic; providing for spiritual, physical, emotional and social needs in a loving Christian environment.
- The private, voluntary, not-for-profit Christian organization is the ideal vehicle to practically demonstrate and deliver this total philosophy.
- Loyal, enthusiastic staff are crucial to the holistic experience.

SPAN OF AUTHORITY & PORTFOLIO

- Coordinate and support the work of SCF and nurture and care for the wholeness of this Christian organization; ensure the continuance of SCF's firmly held Christian beliefs with a strong pastoral care program and the presence of devotion and prayer.
- Support the effective and efficient operations of the SCF Board, working within board governance parameters. Keep the board abreast of current and emerging risks and opportunities, including anticipated adverse media coverage and other issues and concerns that may affect SCF.
- Under approval and direction of the board, develop property (land acquisition, design and build, financing, marketing and sales) for multimillion dollar high-rise seniors' condos and adjoining low/mid-rise care centres. Provide consulting and advice to other faith-based organizations contemplating/developing seniors' care centres and housing facilities.
- Inspire and lead a team of senior managers toward successful execution of the business plan and other key organizational success metrics, in accordance with the overall strategic plan and SCF's mission, vision, beliefs and values.
- Establish and demonstrate diplomacy in vital relationships with the provincial government, ministers and elected officials, regulatory and funding health authorities, financial institutions and other external bodies. Maintain effective professional and corporate business relationships with external stakeholders, community leaders and industry and trade associations. Advocate for seniors and enhance the public image of SCF.
- Encourage and support fundraising activities and foster related donor relationships.

KEY RESPONSIBILITIES

- Attend all board meetings, work closely with the board, provide timely information on relevant strategic and tactical matters, material internal and external changes, management reports, financial information and analysis that enables the board to make informed, knowledgeable decisions.
- Assist the board in the development of annual and longer-term objectives for SCF.
- Oversee the implementation of board governance policies and strategic directions/initiatives; provide vision and strategic/tactical leadership to managers in facilitating the setting of overall strategic direction.
- Ensure the continuance of strong relationships with founding churches and SCF members.
- Ensure the continuance of the SCF's spiritual foundations.
- Oversee the leadership of the Mission Effectiveness Department to ensure effective and comprehensive pastoral care practices for residents, families, employees and other stakeholders in the SCF community.





- Provide oversight for all fiscal activities of the organization including budgeting, reporting and audit and financial sustainability; oversee effective fund development and initiatives.
- Establish strategic/business plans and performance measurement processes.
- Oversee corporate policies, procedures and practices in all areas (except care as regulated by government authority) in order to improve stability, consistency, effectiveness and efficiency across sites.
- Develop vision, direction and proposals for innovations, expansion projects and approved capital expenditures and/or upgrades.
- Accountable for the overall administration and management of organizational operations; support and mentor senior managers and staff in their responsibilities; build teams that model professional standards and a positive working culture to the whole organization.
- Lead a culture of learning, quality improvement and informed decision-making.
- Lead corporate communications including external communication among all stakeholders and groups; act as the chief spokesperson for external enquiries, including media and community groups; establish and lead appropriate initiatives for public relations, advertising and marketing.
- Ensure that SCF both contributes to and benefits from emerging thinking and practice in the larger field of continuing care, home care and housing through active participation in appropriate external communities, professional associations, partnerships, conferences, etc.

- Demonstrate and affirm servant leadership in relationship with all staff, and maintain sensitivity to their differences.
- Maintain confidentiality on issues related to residents, employee matters and SCF information.
- Ensure the existence and practicality of internal succession plans.
- Ensure that health and safety is a part of the SCF culture including the establishment, implementation, resourcing and evergreening of an Occupational Health and Safety (OHS) policy and program with SLT member roles, and OHS being a standing agenda item at SLT meetings.
- Provide regular OHS reports to the board regarding the health of the OHS program, the organization's OHS performance and culture and any potentially serious and newsworthy OHS incidents or events.



SKILLS & ABILITIES

General Qualities: Must be highly motivated and collaborative with an inquisitive mind; must be creative, innovative and organized; must be passionate, friendly and enthusiastic with a sense of urgency to be an effective catalyst for organizational change, growth and progress.

Christian Leadership: Has strong family values which are in alignment with the beliefs and values of SCF and the foundational Pentecostal Assemblies. Maintains a personal faith in Jesus Christ as Saviour and a lifestyle consistent with an evangelical interpretation of the New Testament.

Visionary & Strategic Thinker: Understands and interprets trends to develop long-term plans, and develops and articulates vision in leading the SLT towards achieving that future state. Recognizes and works with various perspectives on situations, demonstrates flexibility for ideas brought forward by managers and staff, and addresses current and prospective issues thoughtfully and proactively.

Professional: Dedicated to the healthcare field and supportive living for elders and seniors, mentors the personal and professional development of senior managers and recognizes and encourages potential leaders throughout the organization.

Communication Skills: Strong verbal, written and presentation/public speaking skills, able to articulate complex and abstract concepts in simple and clear language, listens thoroughly and responds openly, honestly and with compassion, establishes effective dialogues to move the organization forward, understands the intricacies of communicating with media representatives and government officials. Must be comfortable communicating with large groups and leading various events.

SKILLS & ABILITIES CONT.

Interpersonal Skills: Must be personable, empathetic, humble and compassionate, as well as visible, approachable and caring to residents, family members and employees at all levels of the organization. Must constantly demonstrate tact and diplomacy in managing conflict, nurture a professional and caring team-based environment and inspire unity among all levels of staff.

Pragmatic Decision Maker: Able to establish and delegate priorities, can recognize big-picture patterns and make balanced decisions suitable for SCF. Extends common sense in problem-solving, analysis and decision-making, and demonstrates self-confidence to make difficult decisions and manage conflict.

Financial Management: Strong skills in budgeting, financial management and reporting.

Technological Skills: Must be skilled in the use of computers and any other technology required to carry out the duties and functions of the position.



QUALIFICATIONS

- University degree in business administration, commerce, public administration or a related discipline. A graduate degree or equivalent is preferred.
- At least 15 years of post designation experience in a position with management level complexity and responsibility.
- Proven experience in pioneering paradigm shifts; a track record of success and experience seizing opportunities for business development, growth and innovation.
- Experience working with a volunteer board and a solid understanding of healthcare leadership.
- Excellent customer service skills with experience in the health sector, continuing care and/or supportive living, seniors housing and/or hospitality.
- A demonstrated Christian faith; ideally the incumbent will have personal ties with the founding churches.
- Must have experience working in a unionized environment with a degree of confidence/familiarity related to employee union contracts and the negotiation process.

OUR SEARCH TEAM



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MARK KRAFT
LEADING 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.



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JEFF PITCHFORD
SUPPORTING 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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ALEXA KROEKER
SUPPORTING THE SEARCH

Alexa has over three years of administrative experience in the charity sector. She has a Bachelor of Arts in International Studies from Trinity Western University. Her interests include writing and communications, and finding ways to improve processes and increase efficiency. She is excited to grow her skillset in marketing and social media engagement with Nelson/Kraft & Associates.

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: Edmonton, AB

Application Deadline: August 16, 2024

Short List Interviews: September 2024

Start Date: TBD

HOW TO APPLY

Apply online at 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.