



# Opportunity Profile

EXECUTIVE DIRECTOR  
MISSION SERVICES OF LONDON

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NELSON/KRAFT  
AND ASSOCIATES

# EXECUTIVE SUMMARY

Mission Services of London is looking for an innovative and transformational leader to join their team as Executive Director. Reporting to the Board of Directors, the Executive Director provides strategic leadership and direction to the organization. This role has the responsibility to lead and manage the team through motivation and mobilization of staff, volunteers, and the donor community. The Executive Director will work in collaboration with other community organizations to serve the London community in ways that are reflective of the organization's Vision and Mission Statement and its Statement of Faith. If you are a motivated change agent with a heart for social services, we'd love to hear from you!



# OUR STORY



Whether it's providing emergency shelter for an individual or family, or caring for those with mental health needs, Mission Services of London (MSL) is there with a message of hope through faith. MSL is a Christian faith-based social service agency with a focus on serving those who struggle with poverty, addictions and homelessness. They provide food, shelter, clothing, crisis intervention and rehabilitation.

Mission Services of London opened its doors in January 1951 when fourteen Mennonite families purchased and renovated a home at 536 Talbot Street to provide shelter, food and care for men experiencing homelessness.

Since that time, MSL has helped thousands of people of all ages and backgrounds. Today they operate:

- Community Mental Health Programs
- Men's Mission - an emergency shelter
- Mission Store - a social enterprise
- Quintin Warner House - an addiction treatment centre
- Rotholme Family Shelter - an emergency shelter

Many men and women tell how their lives have been changed significantly as a result of the love, care and respect they received from MSL during difficult periods of their lives. A little help can make a great deal of difference.

To learn more about the work of MSL, visit their [website](#).



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## OUR VISION

That all people are accepted, valued, and can thrive in a caring community.

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## OUR MISSION

We actively respond to people experiencing need, affirm human dignity, and inspire hope.

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## OUR VALUES

- compassion
- hope
- integrity
- diligence

...are grounded in faith

# LOCATION

Today, London is one of the largest urban municipalities in Ontario, yet it retains much of its historic charm and small-town feel being surrounded by woodlands and farmlands. This family-oriented community has much to offer seniors and singles as well, and the relatively affordable housing prices make it an attractive place to call home. London has a strong business, educational and arts community – providing a wide array of opportunities. It also boasts a variety of sport venues including skiing, hockey, golfing, and baseball. The local 10,000 seat venue attracts big name music performances, hockey games, and Broadway shows throughout the year.



# WHO YOU ARE

The Executive Director (ED) of Mission Services of London has overall responsibility for overseeing the operations of the organization while embracing the Vision, Mission and Values. They will need to operationalize and implement the Strategic Plan, and must have strong change management skills. They are a strong faith-based leader, a connector of people, and a builder of internal and external relationships. The Senior Leadership Team reports to the Executive Director, so the ED will need to foster an innovative and collaborative team approach to the functions of MSL. The ED must possess a high level of personal and professional integrity, a willingness and ability to earn respect and trust, as well as a deep value for serving others. They will have a heart for addiction recovery, people with day to day struggles, and those living homeless.



# KEY RESPONSIBILITIES

- Lead the development of the corporate strategic plan and monitor progress in achieving annual objectives.
- With the Board and Senior Leadership Team (SLT), establish goals and priorities to achieve the strategic plan.
- Foster and maintain an effective SLT through personal involvement in recruitment, retention, leadership development, succession planning, performance management, and recognition programs.
- Together with the SLT, establish their accountability for leading the successful operation of their programs and identifying opportunities for service improvements.
- Promote and manage effective relationships across the organization's programs and services.
- Ensure effective and efficient organizational structure with a leadership model that is congruent with MSL Mission, Vision and Values.
- Sustain a positive work culture and provide a safe and supportive work environment for staff.
- Take responsibility with the Board for developing and maintaining a strong working relationship and a system for sharing information that enables the Board to effectively carry out its governance role.



- Ensure the effective utilization of the Mission's strong volunteer base while promoting creative and regular engagement of volunteers.
- Advocate for Mission Services of London through speaking engagements, media exposure, and various other functions that require communicating the role of Mission Services of London to the public.
- Cultivate and maintain positive relationships with all government funders and other community agencies and partners.
- Lead the development of an annual operating budget, including business plans, and operational and capital requirements that support the strategic plan.
- Provide direction and guidance to leaders on the impact of resource decisions on care, service quality and risk.
- Ensure appropriate accounting, financial systems/controls, and risk management strategies are in place to protect the organization's assets (human and property) and support fiscal accountability for public funds.
- Ensure all legal and organizational compliance requirements are met in a timely fashion.
- Assist in cultivating, retaining, and stewarding donor relationships and assist in the promotion of new relationships.
- Emphasize to staff through regular communications that the Christian foundation of the organization's values, vision and mission is the motivating factor behind the services provided.



## **THE EXECUTIVE DIRECTOR MUST BE ABLE TO:**

- Prioritize and meet deadlines/strategic objectives.
- Practice discretion in handling confidential or sensitive information, in accordance with applicable privacy legislation.
- Make timely, informed decisions that take into account facts, goals, constraints, and risks.
- See the big, long-range picture: align direction, products, services and performance with organizational goals.
- Lead the team through difficult and complicated challenges.

# QUALIFICATIONS

- Post-secondary degree (master's degree is preferred) in a relevant field – e.g. Business Administration, Theology, Social Work.
- Minimum of 5 years' previous experience working in a leadership capacity.
- Strong business management skills.
- Experience reporting to a Board of Directors.
- Financial management and budgeting experience with a similarly sized organization.
- Confident and articulate written and oral communicator.
- Exceptional interpersonal and collaboration skills, and possess a positive work attitude.
- Results oriented and highly motivated toward achievement and surpassing prior goals.
- Effective in balancing empathy with professionalism, and is outgoing, inclusive and welcoming.
- Has a high level of sound and independent judgment, reasoning and discretion.
- Resourceful, motivated, and energetic.
- Agreement with the Statement of Faith and the ability to model the Vision, Mission and Values of MSL.

# OUR SEARCH TEAM



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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:** April 15, 2022

**Hire Date:** June 2022

**Anticipated Start Date:** September 2022

## HOW TO APPLY

Forward your resume and cover letter to [info@nelsonandkraft.com](mailto:info@nelsonandkraft.com).

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

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