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Executive Director

Our client, The Salvation Army (TSA) is seeking an Executive Director to join the team and will lead the administration of Bermuda Social Services.

The successful incumbent will provide vision and direction for all business and program ministry related matters to strengthen the integrity of mission, efficacy of services, stewardship, and advocacy related to beneficiary need. Focus areas include programming, operations and standards, government funding, community outreach, finance, property, and human relations (including labour relations), and will partner with expert business support available through Divisional (DHQ) and Territorial headquarters (THQ) to ensure Territorial standards and resources are aligned in service to the mission.

Duties and Responsibilities:

• Program Development and Service Delivery:

- Lead and execute overall operations (strategic, operational, financial, etc.) that provide service excellence and reflect community alignment, best practice, financial viability and sustainability for the Social Service programs in Bermuda;
- Initiate and maintain positive working relationships with funders and community stakeholders, government, and collaborative agencies
- Monitor and ensure consistency in case management systems and practices.
- Develop proposals to identify and pursue opportunities to enhance program delivery by seeking new government funding sources in consultation with Divisional Headquarters.

• People Management and Human Relations:

- Lead, in partnership with HR and direct reports, the enhancement of the employee experience to promote mission growth, staff engagement and retention as well as support in the development and coaching of the management team to inspire them to do the same for their direct reports
- Ensure compliance with TSA accreditation standards, legal and workplace policies, and practices, including reporting, acting on incident reports, and dealing with complaints.
- Participate in union negotiations and ensure effective labour/human relations practices are in place in consultation with Human Resources.

• Financial Management and Administration:

- Establish and adhere to the ministry unit budget and analyze statistical and financial reports for the purposes of strategic planning, funding, and contract negotiations.
- Provide direction to the management team on program matters to ensure excellence through program evaluation, external consultation, continuous quality improvement and standards of ethical practice
- Maintain and promote positive working relationships with funders; Lead contract negotiations and renewals with funding bodies to enhance program and funding sources
- Analyzes statistical and financial reports for the purposes of program excellence, strategic planning, and funding negotiations
- Support with ad hoc operational tasks including following up on actions, oversees or directly manage property transactions, development, and inventory for the ministry unit and ensure the property and facilities are in compliance with licensing standards

• Governance - Policies, Procedures and Best Practices:

- Ensures that all policies, procedures, and protocols are up to date and meet all compliance requirements, informed by best practice standards
- Reports incidents and risk management occurrences to DHQ/THQ and insurance providers where applicable
- Works in compliance with Bermuda Health and Safety laws and Regulations and abides by The Salvation Army's health and safety policies and procedures
- Identify and implement effective practices for risk management to ensure workplace safety, minimize liability, and uphold the reputation of The Salvation Army

Minimum Qualifications, Skills & Experience:

- University degree or college diploma
- Minimum of 5 years experience, including supervisory, financial, and business management, program and/or social service management experience
- Proficient in strategic planning, program development and evaluation with strong ability to set clear standards and practices in a similar capacity
- Successful track record of funding application/negotiation and ability to build relationships with internal and external stakeholders
- Excellent people management and leadership skills with exceptional written and verbal communication skills
- Ability to multi-task within a high-pressure environment and deliver service excellence

Successful candidates will need to pass a criminal record check, adult and child abuse registry check and must have valid Drivers' License and clean Drivers' Abstract.

To apply please send your résumé to bdajobs@expertisegroup.com. All applications are handled in a confidential manner and in accordance with Expertise's Privacy Policy, available on our website.

