



**New Hope**  
COMMUNITY SERVICES



# Opportunity Profile

EXECUTIVE DIRECTOR  
NEW HOPE COMMUNITY SERVICES SOCIETY

---

NELSON/KRAFT  
AND ASSOCIATES

# EXECUTIVE SUMMARY

New Hope Community Services Society is seeking an ambitious executive leader with a deep care for refugees and their stories to join the team as Executive Director.

The Executive Director is responsible for the successful leadership and management of the organization according to the strategic direction set by the New Hope Board of Directors. You are responsible for creating and implementing a fundraising plan to meet the organizational goals of New Hope, as well as overseeing grant applications and various fundraising proposals. You are intentional in strategizing and implementing pathways to expand New Hope's reach. Ultimately, you are responsible for the financial management and effective planning, implementation and evaluation of New Hope functions including the tenancy program, volunteer engagement and community formation. The position reports directly to the New Hope Board of Directors.

If you are someone with broad fundraising and operational experience who is passionate about seeing organizations grow, and you are aligned with the values and convictions of New Hope, we would love to hear from you!





---

# WHO WE ARE

New Hope Community Services Society began in 2004 to assist newcomer refugees. Our mission has always been to see these individuals become integrated, independent and productive members of Canadian society. We do this by providing housing in conjunction with social, personal, spiritual, educational and vocational support.

We've always believed that the best way to enhance the lives of refugees is through practical, strategic and loving action within the community.

## **Our Community**

Starting over in a new country is daunting, even under the best circumstances. However, when resettlement is accompanied by loss of home, loss of social and family connections, loss of livelihood, the feeling of challenge is compounded. Beyond providing safe, affordable housing, New Hope has created an intentional community that enables adjustment, healing and thriving, to address those challenges.

This is accomplished through extensive community programs: meals, celebrations, kids' programming, men's groups, women's tea, impromptu sports, language learning groups and a community garden. Our garden is a metaphor for the time, patience and tender care required to bring for new life.

To accomplish this work, we gratefully depend on help from our partners and generous supporters; together we have seen the lives of 800+ residents improved and their hope renewed.

# WHAT WE DO

New Hope owns and operates a 13-unit apartment building in Surrey. It is designed to provide housing for families in their first 18 months in Canada.

Residents come to us through three paths: Government Assisted Refugees (GAR), privately sponsored families and refugee claimant families.

Once housing has been taken care of, newcomers need help to settle into their Canadian life. We partner with local settlement agencies to assist our residents in areas such as:

- Job skill acquisition
- Medical/dental care
- Transportation
- Schooling
- Culture learning
- Safe living
- Banking
- Shopping
- Recreation (and so much more)

As a housing society first and foremost, we value the expertise that local organizations, capable volunteers and connected social agencies provide. We feel the best way to help our refugee families is to collaborate with these groups while we adhere to our mission as a housing society.

Our goal is to see our families move from uncertainty to confidence and independence. It is a bittersweet feeling when our families "graduate" to their own stable living situation; we celebrate their success but miss their valued presence. Although, as one family moves out, another family moving in is about to begin their journey.





---

## OUR VISION

For every refugee coming to Canada to belong, thrive and make it their home.

---

## OUR MISSION

Compelled by God's love and our faith in Jesus Christ, New Hope is a sanctuary and loving community of care for refugees that prepares them to thrive in Canada.

---

## OUR VALUES

- A place to call home
- People before everything
- Intentional community
- Increasing our impact

# KEY RESPONSIBILITIES

## Leadership & Management

- Responsible for leading New Hope in a manner that supports and guides the organization's mission as defined by the New Hope Board of Directors.
- Participate with the board in developing and carrying out the strategic plan to guide the organization.
- Responsible for communicating effectively with the board and providing, in a timely and accurate manner, all information necessary for the board to function properly and to make informed decisions.
- Foster effective teamwork between the board and Executive Director, and between the Executive Director and staff.
- Provide support to the board by preparing meeting agendas and supporting materials for board meetings, as well as working with board committees as specified.
- Oversee the expansion strategy and implement the specifics of the different pathways through acquiring more buildings, operating more doors in an existing building or developing a property.





## Fundraising

- Create and implement a fundraising plan to meet the organization's goals and objectives.
- Develop, plan and organize all fundraising events.
- Research and identify potential donors and partners and implement strategies to foster positive relationships.
- Maintain relationships with existing donors and partners.
- Conduct research on fundraising opportunities both locally and nationally.
- Oversee grant applications and various fundraising proposals.
- Maintain and update donor records.



## Communications & Advocacy

- Maintain, deepen and refine communications with stakeholders, donors, volunteers and the local and online community.
- Represent the organization in public activities to enhance the organization's public profile.
- Serve as the primary spokesperson to the organization's donors, the media and the general public.
- Establish and maintain relationships with other organizations to strategically enhance the organization's mission.



## Operations & Program Management

- Responsible for effective planning, implementation and evaluation of New Hope programs including the tenancy program, volunteer engagement and community formation.
- Oversee the management of all buildings and ensure they are well maintained and sustainable.
- Responsible for hiring, leading, coaching and retaining competent, qualified staff.
- Oversee the implementation of organizational and HR policies, procedures and practices.
- Responsible for signing all notes, agreements and other instruments made and entered into on behalf of the organization.



## Financial Planning

- Responsible for fiscal management of the organization that operates within the approved budget; ensuring maximum resource utilization, and maintaining the organization in a positive financial position.
- Work with staff and the board to prepare a comprehensive budget.
- Submit monthly financials to the board which accurately reflect the financial condition of New Hope.





# QUALIFICATIONS

- A master's degree or equivalency in experience.
- Five or more years' senior non-profit management experience.
- Aligned with the New Hope Statement of Faith.
- Transparent and high integrity leadership.
- Strong written and oral communication skills.
- Solid, hands-on, budget management skills, including budget preparation, analysis, decision-making and reporting.
- Strong organizational abilities including planning, delegating, program development and task facilitation.
- Able to convey a vision of New Hope's strategic future to staff, board, volunteers and donors.
- Knowledge of fundraising strategies and donor relations skills unique to the non-profit sector.
- Able to collaborate with and motivate board members and other volunteers.
- Able to interface and engage diverse volunteer and donor groups.
- Demonstrated ability to oversee and collaborate with staff.
- Strong public speaking abilities.

# OUR SEARCH TEAM



[mark@nelsonandkraft.com](mailto:mark@nelsonandkraft.com)  
778.982.4427

**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.



[shawn@nelsonandkraft.com](mailto:shawn@nelsonandkraft.com)  
604.614.2665

**SHAWN PLUMMER**  
SUPPORTING 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.



[matt@nelsonandkraft.com](mailto: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:** Surrey, BC

**Application Deadline:** February 12, 2024

**Short List Interviews:** March 2024

**Start Date:** TBD

**Salary Range:** \$90,000 - \$115,000

## HOW TO APPLY

**Apply online at [nelsonandkraft.com/jobs](https://nelsonandkraft.com/jobs) with your cover letter and resume, or send it via email to [info@nelsonandkraft.com](mailto:info@nelsonandkraft.com). 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.