



Executive Director

Position Profile

POSITION OVERVIEW

Organization: Hospice Vaughan

Title: Executive Director

Reports to: Board of Directors

Team: Direct reports: Manager of Residence, Associate Director of Philanthropy, Community Services, Manager, Volunteers, Office Manager

Key Internal Relationships:

Board of Directors & Committees
Staff
Other Volunteers

Key External Relationships:

Hospice/Palliative Care and Other Community Partners
Donors
Funders

Location: 9383 Islington Avenue in Vaughan, Ontario. On-site, five days a week.

Compensation: \$140,000 to \$160,000 plus a comprehensive benefits package.

IS THIS YOU?

You are a strategic, values-driven leader who has experience working in healthcare or health-related organizations and you have a deep commitment to compassionate care, organizational excellence, and community impact.

Working for **Hospice Vaughan** aligns with your strong belief that everyone deserves access to support and a dignified journey through the final stages of life. You would be thrilled to be a part of the exceptional palliative care and support services they provide to the dynamic Vaughan community and excited to guide Hospice Vaughan through its next phase of strategic growth, operational refinement, and sector leadership as they become a centre of excellence for hospice care.

As a highly strategic and compassionate senior operations leader you can leverage your high EQ and exceptional communication skills to successfully navigate challenges and build alignment while fostering positive relationships among diverse groups. Diplomatic and thoughtful, you are a natural community builder who can skillfully ensure strategic relationships and networks of support with government, community partners, funders, donors and others in the community.

You possess a high degree of professional refinement and leadership maturity. Senior volunteers gravitate towards you because you manage them efficiently, effectively and with respect and care. You understand good Board Governance because you've reported to a Board of Directors, worked on a senior leadership team with regular Board interactions or have sat on a board yourself.



You've led teams and can provide exceptional strategic and operational leadership while also supporting your senior leadership team that includes diverse roles related to operations, administration, fundraising, marketing and medical/allied health professionals. You are involved in your teams' professional development and are a source of support, dedicated to their growth. They trust you because you deliver, you are present, and you are committed to excellence.

Ultimately, you are a leader who thrives in complexity, leads with empathy, and is ready to shape the future of hospice care in Vaughan. If this sounds like you — read on.

ABOUT HOSPICE VAUGHAN



Since 1995, the compassionate caring staff and volunteers of Hospice Vaughan have supported individuals and their families, as they journey through life-limiting illness. Serving with love and dignity, their commitment is to care for individuals to live fully and ensure a better ending.

Our interdisciplinary team of professionals includes Social Workers, Psychotherapists, Registered Nurses, Registered Practical Nurses, Personal Support Workers, Physicians and volunteers who provide programs and services to the individuals they care for in their community and within their residence. Additionally, they care for the family members, caregivers, and friends during a loved one's illness, and afterwards with grief and bereavement support.

The Hospice Palliative Care Hub includes a 12-bed hospice residence, which provides a final peaceful home-like space for individuals and their families who require end of life care and support. In addition, they offer a range of programs in their community.

Over the past 26 years their generous donors and supporters have assisted the community hospice in offering hospice palliative care services throughout Vaughan – all at no charge.

Together they are here to serve. Hospice Vaughan –Mario & Nick Cortellucci Hospice Palliative Care Center of Excellence is proud and honoured to be part of the Vaughan and surrounding region's legacy. **For more information:** www.hospicevaughan.com

MISSION

To provide the Vaughan community with care and support in dealing with the challenges of life-limiting illness while advancing education, research and public awareness

VISION

Leadership in exceptional hospice palliative care

VALUES

Compassion | Respect | Dignity | Inclusivity | Transparency



KEY DUTIES AND RESPONSIBILITIES

Planning, Leadership & Operations

- Ensure programs, services and the overall organizational culture continuously reflects a commitment to Hospice Vaughan's mission, vision and values.
- Work in partnership with the Board of Directors to develop and execute multi-year strategic plans.
- Lead the development, implementation and monitoring of the annual operations plan, establishing goals and KPIs that reflect strategic objectives.
- Build organization infrastructure (policies, procedures, systems etc.) that support efficiency and overall success while also preparing Hospice Vaughan for future growth.
- Manage, coach and motivate the senior leadership team to meet individual and organizational goals and objectives while also working together to create a culture of collaboration, accountability, cross-functional alignment, and service excellence.
- Work with the senior leadership team and Human Resources staff to provide ongoing staff oversight, development and performance management and assess organizational structure and resources.
- Work in partnership with staff to provide oversight and support for programs and the facility.
- Effectively negotiate and manage contracts and ensure statutory compliance within a unionized environment.
- Build knowledge and monitor trends and issues in health policy and hospice/palliative care to support program impact, care and service excellence and growth.
- Oversee the implementation of and compliance with labour standards, Health and Safety regulations and other practices and processes required to maintain a safe work environment.
- Ensure oversight and compliance with all regulatory standards and reporting requirements and collaborate with staff team to ensure ongoing assessment and improvement of mission-based services to support current and future accreditation.
- Provide regular reports to the Board regarding internal and external risks, outlining mitigation strategies as required.

Governance

- Use deep understanding of governance best practices to ensure a high level of Board accountability while ensuring the appropriate separation between governance and operations.
- Attend Board meetings and prepare and deliver reports and other materials in a timely manner to support Board oversight.
- Support the implementation of Board policies and procedures.
- Support Board recruitment and retention.

Financial Management and Fundraising

- Work with the senior leadership team to create and present the annual operating budget of \$4M+ for Board approval.
- Oversee the financial performance of the organization, ensuring proper controls, reporting and compliance with all regulatory and legal obligations.
- Partner with Board and fundraising staff to ensure appropriate engagement of the Executive Director role and senior volunteers within major donor activities.
- Provide oversight of the fundraising strategy, plan and activities.

Funder & Community Relations

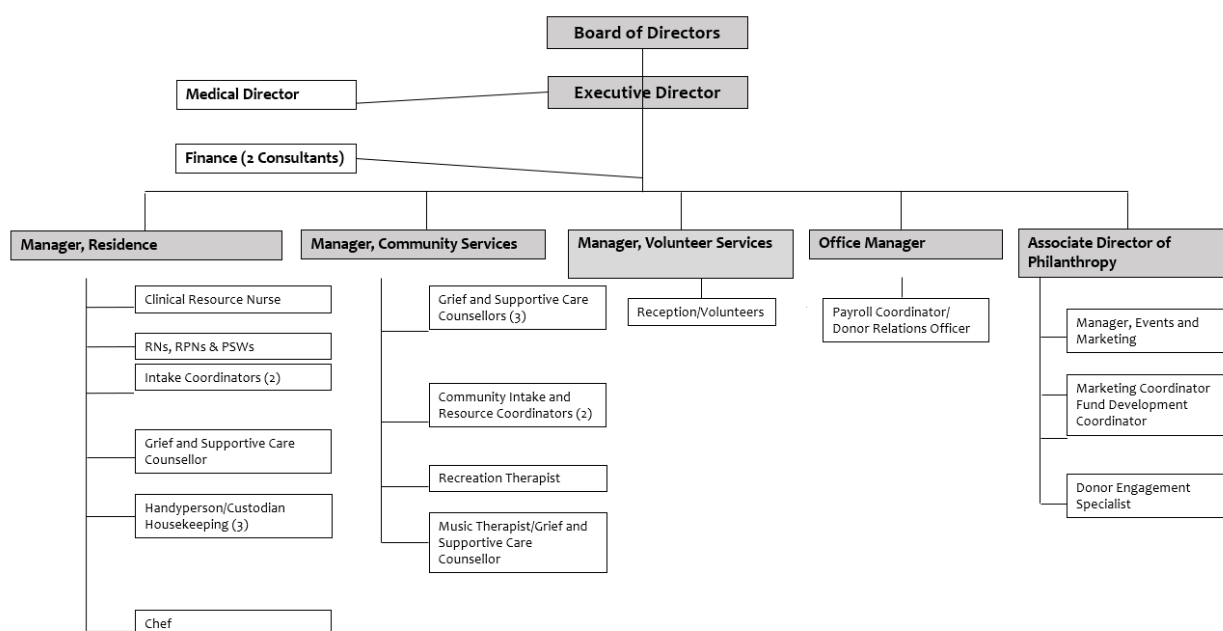
- Build and ensure strong relations with government partners and local MPs in support of an ongoing funding relationship.
- Develop relationships within palliative care and the broader healthcare system to support an ongoing high standard of operations.
- Work with the Communications team to manage brand development, marketing and public relations initiatives.
- Serve as the primary spokesperson and community ambassador, presenting and promoting the Hospice in a manner that builds engagement and support with funders, with donors, the media and the greater Vaughan community.

QUALIFICATIONS & COMPETENCIES

- A passion for the mission, vision and values of Hospice Vaughan. Knowledge of end-of-life issues is preferred.
- Experience working within the healthcare system in Ontario is required. Experience in the hospice/palliative care sector is a definite asset.
- Progressive senior leadership experience in non-profit organizations.
- Direct experience working with a Board of Directors.
- History creating and monitoring strategic and annual plans.
- Demonstrated experience with the financial oversight, controls and budget development and management for a charity or non-profit organization.
- Proven experience building, leading, coaching, and retaining high performing teams. Experience managing teams within a unionized environment is a definite asset.

- Exceptional interpersonal skills, with a proven ability to effectively listen, collaborate and engage staff, volunteers and other partners to achieve organization objectives.
- Knowledge/exposure to building revenue and supporting fundraising activities, with a proven ability to function as a strategic partner to fundraising staff.
- Experience with government funding relationships, including building relationships and support with local and provincial government.
- Proven ability to build unity amongst diverse audiences, including clients/patients, staff, volunteers, donors and community partners.
- Familiarity with federal and provincial legislation, regulations and standards related to the management of non-profit healthcare related organizations.
- Experience with program and service evaluation including quality assurance.
- History ensuring health and safety standards and managing and mitigating risk in a direct service facility.
- High level of integrity, confidentiality, and accountability.
- Flexible with the ability to tolerate ambiguity while also persistent and rigorous with decision making.
- Highly diplomatic with solid negotiation, conflict resolution, and problem-solving skills.
- Exceptional verbal, written and presentation skills with the ability to engage various audiences.
- Proven commitment to equity, diversity and inclusion.
- Degree in a related field (e.g., public administration, human services, business, healthcare, management or one of the regulated colleges) is an asset or a relevant combination of education and experience.
- Availability to work on-site and be available for a rotating on-call schedule during evenings and weekends, as required.

ORGANIZATION CHART



APPLICATION INSTRUCTIONS

At Hospice Vaughan we are committed to fostering a recruitment process that reflects the rich diversity of the community we serve.

We welcome and encourage applications from individuals of all backgrounds and recognize that diverse perspectives strengthen our ability to provide compassionate, culturally responsive care to patients and families.

Hospice Vaughan has retained Preston Human Capital Group to conduct the Executive Search for the Executive Director. If you would like to apply for this senior leadership role, please include a cover letter and CV to with the subject line: **Executive Director, Hospice Vaughan** to lindsay@phcap.ca

If you require accommodations during the search process, please inform the search consultant.

Please note, the posting closes on September 30, 2025, at 5pm ET. **We thank all applicants for their interest but only candidates selected for an interview will be contacted regarding next steps. No phone calls please.**