



EXECUTIVE DIRECTOR

Executive Brief





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FOR MORE INFORMATION

KCI Search + Talent has been retained to conduct this search on behalf of Surrey Food Bank for more information about this opportunity, please contact Ellie Rusonik, Senior Vice President, KCI Search + Talent or Mia Gardiner, Senior Consultant, KCI Search + Talent by email at SFB@KCI Talent.com.

All inquiries and applications will be held in strict confidence. Interested candidates should send resume and letter of interest to the email address listed above by **March 13, 2024.**

The Surrey Food Bank is committed to employment equity and practices, and to being representative of the people of Surrey and North Delta, the communities we serve. We encourage all interested persons to apply, regardless of their gender, sexual orientation, religion, political beliefs, family or marital status, socioeconomic status, racialized identity, indigenous status, or whether they are a person living with a disability.

The salary range for this position is \$125,000 - \$150,000 based on experience, plus benefits.

The Surrey Food Bank respectfully acknowledges the shared, unceded traditional territory of the Katzie, Semiahmoo, Kwantlen and other Coast Salish Peoples on which we live and work.





Executive Director Surrey Food Bank

THE OPPORTUNITY

Surrey Food Bank is seeking a proven leader with a passion for serving the community as its new **Executive Director**. Responsible for supporting and advising the board, leading staff and volunteers, engaging the community, and overseeing the management of multiple distribution depots, this is an opportunity for a community minded leader to partner with the Board of Directors to set the organizational vision and future path for growth by actively engaging in the development of a new strategic plan and leading its implementation.

Serving the growing, diverse, and dynamic communities of Surrey and North Delta, Surrey Food Bank is seeing higher demand for support and services. To meet this need, the Executive Director will build and deploy innovative fundraising strategies that cultivate support. As a face of the organization the successful candidate will bring experience actively connecting with volunteers, media, other agencies, donors, funders, and the public to drive partnership, engagement, and increase funds.

An empathetic and collaborative leader, the Executive Director will guide and support a dedicated and passionate team and will demonstrate commitment to the well being of staff and volunteers, and to the individuals and families we serve.



This is an opportunity to celebrate and build upon 40 years of service to the community and drive towards achieving Surrey Food Bank's vision of a *Nourished and Thriving Community, Free of Poverty*.

ABOUT SURREY FOOD BANK

Established in 1983, the Surrey Food Bank is a centre of excellence in food distribution, community leadership, effective and equitable policies, and a leader in the elimination of poverty in our community.

Working towards our vision of growing the community beyond hunger, Surrey Food Bank assists low-income individuals and families who live in Surrey and North Delta by providing bi-weekly food hampers to supplement client's food needs and serving as a connection point for clients to engage with other organizations and services throughout the community that they would not otherwise have access to. Surrey Food Bank partners with multiple community organizations to bring awareness, education, and advocacy to help clients face life's greatest challenges.

We pride ourselves on supplying nutritious food in a respectful and dignified environment. We believe it is our responsibility to connect our clients to other community services as a means of helping them become self-sufficient. We take pride that we invite, inform, involve, and inspire our community.

Surrey Food Bank currently distributes food to approximately 5000 families each month and has expanded its reach by providing food and household items to the schools, shelters, missions, and transition houses who are serving vulnerable populations.

Distribution Centres

To best serve clients who may have challenges around travel to our Newton location, Surrey Food Bank has 3 partner locations for distribution in Gilford/ Whalley, North Delta and Cloverdale.



Programs and Services

Registered clients may visit the Surrey Food Bank and receive a nutritious supply of food every 14 days. The quantity of food provided is based on the household size. Our goal is to provide sufficient food for 3 to 4 days.

We offer vegetarian and non-vegetarian options based on Canada's Food Guide for Healthy Eating. However, we are limited in what we offer as we can only supply items that have been donated or purchased as required.

Tiny Bundles

Those registered for our Tiny Bundles Program (families with pregnant moms and children under one year of age) are welcome once every 7 days. These families receive a full week's worth of nutrition, along with diapers, baby food and other items. We extend the benefits of the Tiny Bundles program as the child grows through our Toddler Totes and Pre-K nutritional bundle packages that are included in the family's regular food selection.

Seniors Distribution

We have dedicated a specific distribution time for Seniors, ages 65 plus to collect their food in a respectful and non-rushed environment. We offer a suitable choice of nutritious foods including high protein and low sodium options, to encourage the best possible nutrition. In addition, we have specific items for Seniors to choose from such as: meal replacement drinks and hygiene products.

Hamper to Your Home

Registered clients who are unable to attend the food bank due to mobility issues because of serious health or physical challenges are eligible to have their food delivered to their home. Please note that medical validation is required for this program.



We provided
35,542
nutritious
food hampers
to families in
Surrey and
North Delta.

We served an
average of 137
families each
day and distributed
193,608 of
canned food.

47% of our
clients are
children and
18% are over
the age of 50.

Distributed
4,186 baby
formula and
10,161 diapers.

Additional information and statistics can be found on the Annual Report 2021-2022 linked below.

Fundraising At Surrey Food Bank

As a non-profit, charitable organization, the Surrey Food Bank relies on donations of money and food. These donations come from individuals, organizations, and corporations. There is no core government funding. Valuable partnerships with other organizations and businesses in the community strengthen our ability to deliver healthy food and critical services.

The Food Bank benefits from community fundraising efforts, such as third-party events run by other organizations. Last year, over 400 businesses hosted a Food/Fund Drive to support the Surrey Food Bank!

As a proud member of the community in Surrey and North Delta and a cause of choice for food and fundraisers, we benefit from and attend many events and festivals throughout the year.

Surrey Food Bank hosts a signature fundraising event, Breakfast with the Bank, each year, and this event has been a successful fundraiser for 20 years.

Volunteers are essential to our success. Surrey Food Bank depends on volunteers for many different functions. Everything from sorting and distributing food to representing us at community events. Volunteer support allows us to save money on costs and direct more of our donations toward purchasing food.

OUR VISION

A nourished and thriving community, free of poverty.

OUR MISSION

We lead with care and dignity in the effective distribution of nutritious food to those in need and build partnerships to provide related services to eliminate poverty in our community.



ADDITIONAL INFORMATION

[Strategic Plan 21-23](#)

[Annual Report 21-22](#)

[Young Philanthropy Initiatives](#)

[Events](#)

[Programs](#)

[People Like You](#)

[News](#)

BOARD OF DIRECTORS

Michele Kelly, Interim President

Steve Lewarne, Interim Vice President / Secretary

Yuen Ip, Co-Treasurer

Rudo Zaranyika, Co-Treasurer

Helen Brown, Director

Travis Evans, Director

Amna Shah, Director

KEY DUTIES AND RESPONSIBILITIES

Strategic Leadership & Governance

- Participate with the Board of Directors in developing a vision and strategic plan to guide the organization.
- Identify, assess, and inform the Board of Directors of internal and external issues that affect the organization.
- Act as a professional advisor to the Board of Directors on all aspects of the organization's activities.
- Foster effective teamwork between the Board and the Executive Director and between the Executive Director and staff.
- Conduct official correspondence on behalf of the Board as appropriate and jointly with the Board when appropriate.

Staff Leadership

- Determine staffing requirements for organizational management and program delivery.
- Oversee the implementation of human resources policies, procedures and practices including hiring, orientation, training, evaluations and/or performance reviews, discipline, and manage job descriptions for all staff and volunteers.
- Establish a positive, healthy, and safe work environment in accordance with all appropriate legislation and regulations.
- Recruit, interview and select staff that have the right technical and interpersonal abilities to help further the organization's mission.
- Ensure that all staff receives an orientation to the organization and that appropriate training is provided.
- Implement a performance management process for all staff which includes monitoring the performance of staff on an on-going basis and conducting an annual performance review.
- Coach and mentor staff as appropriate to improve performance.

Fundraising & Community Leadership

- Work with the Board to develop fundraising plans and secure adequate funding for the operation of the organization.
- Research funding sources, ensure the execution of fundraising plans and funding proposals to increase the funds of the organization.
- Proactively communicate with partners and community members keeping them informed of the work of the organization and to identify changes in the community served by the organization.
- Cultivate collaborative working relationships with community groups, funders, politicians, and other organizations to help achieve the goals of the organization.
- Build and strengthen community partnerships and inter-agency collaboration.
- In addition to the Chair of the Board, act as a spokesperson for the organization.
- Represent the organization at community activities to enhance the organization's community profile.
- Lead and participate in fundraising activities as appropriate.

Operational Planning and Management

- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization.
- Ensure that the operation of the organization meets the expectations of its clients, Board and Funders.
- Oversee the efficient and effective day-to-day operation of the organization.
- Draft policies for the approval of the Board and prepare procedures to implement the organizational policies; review existing policies on an annual basis and recommend changes to the Board as appropriate.
- Ensure that personnel, client, donor and volunteer files are securely stored, and privacy/confidentiality is maintained.
- Provide support to the Board by preparing meeting agenda and supporting materials.

Program Planning and Management

- Oversee the planning, implementation and evaluation of the organization's programs and services.
- Ensure that the programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the Board.
- Monitor the day-to-day delivery of the programs and services of the organization to maintain or improve quality.
- Oversee the planning, implementation, execution, and evaluation of special projects.

Financial Planning and Management

- Work with staff and the Board (Treasurer/Finance Committee) to prepare a comprehensive annual budget.
- Approve expenditures within the authority delegated by the Board.
- Ensure that sound bookkeeping and accounting procedures are followed.
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow of the organization.
- Provide the Board with comprehensive, regular reports on the revenues and expenditure of the organization.
- Ensure that the organization complies with all legislation covering taxation and withholding payments.

Risk management

- Identify and evaluate risks to the organization (clients, staff, management, volunteers, property, finances, goodwill, and image) and implement measures to control risks.
- Ensure that the Board of Directors and the organization carries appropriate and adequate insurance coverage.
- Ensure that the Board and staff understand the terms, conditions, and limitations of the insurance coverage.

QUALIFICATIONS AND COMPETENCIES

Qualifications

- Progressive senior leadership experience in the not-for-profit sector, ideally within a social service delivery setting.
- Knowledge and/or experience working in poverty reduction or food security is an asset.
- Experience working with a Board of Directors within a Board Governance model.
- Demonstrated ability to implement strategic and annual plans and successfully drive and manage programs and teams aligned with organizational plans.
- Knowledge of revenue generation best practices with experience growing revenue in a non-profit environment.
- Excellent people management skills with the ability to develop positive relationships with staff and a track record of building collaborative and integrated work cultures and teams.
- Accomplished networker and relationship builder with experience representing an organization to stakeholders and collaborating to build strategic partnerships.
- Track record of managing relationships and securing funds from individuals, corporations, foundations, and government.
- Strong business and financial acumen with an understanding of diverse funders and partners.
- Ability to identify, manage, and report on organizational risk.
- Experience creating an inclusive workplace that values diversity, equity, and inclusion.
- Strong oral, presentation and written communication skills with the ability to engage diverse internal and external audiences.
- Understanding of cycles of poverty and systemic barriers, and the systems of support.
- Knowledge of federal and provincial legislation applicable to voluntary sector organizations including but not limited to employment standards, human rights, occupational health and safety, charities, taxation, CPP, EI, and health coverage.
- Knowledge of current community challenges and opportunities relating to the mission of the organization an asset.
- Valid driver's license and access to a reliable vehicle, as travel throughout the region is required.
- Occasional evening and weekend work if required for activities such as Board meetings and representing the organization at events.
- Work in office or in the community most days is required with some flexibility to work from home as appropriate.
- University degree in a related field and/ or professional designation an asset. A combination of relevant education and/or experience will be considered.

Competencies

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behave Ethically:** Understand ethical behaviour and business practices and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Think Strategically:** Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization.

BIOGRAPHIES

Michele Kelly, President and Chair Surrey Bank

Michele has been a member of the Surrey Food Bank Board of Directors since April 2022. Michele has held the position of Vice President since April 2023 and has filled the position of Interim President since November 2023.

Michele held a career as a Senior Manager of Supply Chain and Material Services having worked in the Public Sector for over 30 years. Michele has now retired.

Michele started her career in the field of machinist and Industrial design having worked in high tech for several years.

Michele holds a Diploma in Supply Chain management as well as Risk Management. Michele resides in New Westminster and has been an active member of her community by volunteering for the City of New Westminster as well as the Supply Chain Management Association supporting and mentoring up and coming talent.

Michele is also a metalwork artist in her spare time as well as a proud dog owner.



Steve Lewarne, Vice Chair and Secretary, Surrey Bank

Steve has been a member of the Surrey Food Bank Board of Directors since April 2023. The Surrey Food Bank is a charity that has been close to his family for several years and Steve is proud to be able to support the organization in this role.

Steve is the Executive Director of Advancement and Alumni Affairs at Kwantlen Polytechnic University, where he oversees the fundraising and alumni affairs business units for the university. He also works closely with the KPU Foundation board of directors and KPU Alumni Association board of directors as part of his portfolio. Steve has more than 20 years of experience in the non-profit sector, specializing in fundraising, business development, and relationship management.

Steve holds a Bachelor of Science, in Business Administration from the University of Oregon, he started his career developing the corporate sponsorship program for the Arts Club Theatre Company and Vancouver Whitecaps. Steve moved from corporate sponsorship to philanthropy in 2009 when he became the Director of Advancement for Athletic at Simon Fraser University in 2009, raising funds for athletic scholarships, bursaries, and awards. In 2015, Steve became the Executive Director of Advancement and Alumni Affairs at KPU, where he sees all institutional fundraising and Foundation governance, along with the Alumni Affairs division as part of the External Affairs team. Steve resides in Cloverdale and has been an active member of his community by volunteering and coaching youth sports for his two sons.



ORGANIZATIONAL CHART

