



# Ronald McDonald House Charities® Toronto

## Chief Executive Officer Executive Brief





**Ronald McDonald  
House Charities®**  
Toronto

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### FOR MORE INFORMATION

KCI Search + Talent has been retained to conduct this search on behalf of Ronald McDonald House Charities Toronto. For more information about this exciting opportunity, please reach out to Tara George or Samantha David at KCI Search + Talent by email [RMHCToronto@kcitalent.com](mailto:RMHCToronto@kcitalent.com).

All inquiries and applications will be held in strict confidence. Candidates interested in being considered for the role should please send a resume and cover letter of interest to the email address above. Please note the deadline for submission is **November 25, 2024**.

*RMHC Toronto is committed to diversity and inclusiveness in the workplace and as an equal opportunity employer, we are committed to establishing a qualified workforce that is reflective of the diverse population and families we support. We encourage applications from members of groups that have been historically marginalized, including but not limited to Indigenous, Métis and Inuit Peoples, racialized groups/persons of colour, people with varying abilities, members of visible minority groups, LGBTQ2S+, those who identify as women, and other equity-seeking groups.*

*Also, we are pleased to provide accommodations during the search process upon request. Please advise the Search Consultants of any required accommodations. Any information received relating to accommodation will be addressed confidentially.*



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## THE OPPORTUNITY

Ronald McDonald House Charities (RMHC) Toronto is seeking a Chief Executive Officer (CEO) to provide operational oversight, collaborative leadership and support to our dedicated team of staff and volunteers. This is a unique opportunity to advance our compelling mission-based services that have an immediate, positive impact on seriously ill children and their families.

Reporting to the Board of Directors, and working closely with the Senior Leadership Team, the Chief Executive Officer will ensure a smooth leadership transition by motivating and further developing a positive, engaged, and collaborative organizational culture while managing the development and implementation of business plans that are aligned with the organization's strategic objectives. Focusing on operational and service excellence, the CEO will also work closely with staff and volunteers at the House and at our Family Rooms in to maximize mission impact, efficiency, and revenue. *(For more information on duties and accountabilities, please see page 5.)*

The House runs 24/7, year-round, hosting families with many of the staff performing imperative, family-facing roles. For this reason, the CEO needs to be present and available to staff, families, and volunteers. Travel within the Greater Toronto Area is expected with periodic regional and national travel.

*The target salary range for this role is \$250,000 - \$275,000 plus a performance bonus of up to 10% per annum, as well as an RRSP match and a comprehensive suite of benefits.*

## ABOUT RMHC and RMHC TORONTO

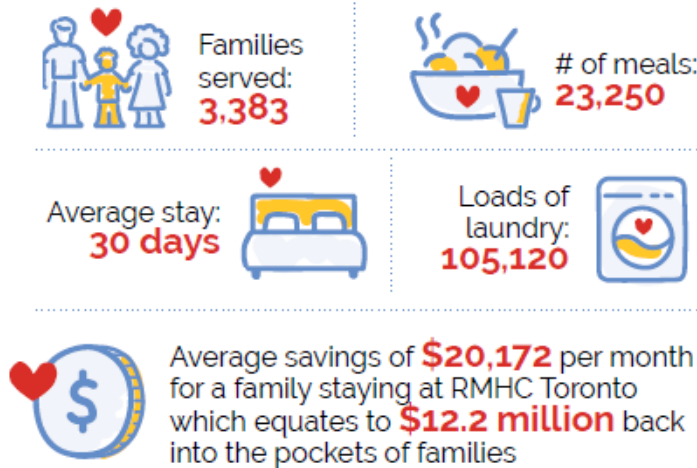
When families learn their child is sick and requires hospitalization, many are forced to leave their homes, families, jobs, and community to seek treatment at a time when they need support the most. That's where Ronald McDonald House Charities steps in; providing a place for families to stay together, steps away from a children's hospital.

**Ronald McDonald House Charities Toronto** provides families the support and resources they need, such as accommodation, meals, wellness programming, and sibling support, so they can focus on what matters most, caring for their seriously ill child. Since 1981, RMHC Toronto has served as a place to call home for families with seriously ill children.



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Ronald McDonald House Charities Toronto encompasses a 100,000 square foot Ronald McDonald House at 240 McCaul St. just minutes away from SickKids Hospital and Mount Sinai Hospital in downtown Toronto. Our services also include seven Ronald McDonald Family Rooms in hospitals across the Greater Toronto Area and in Sudbury, a School (JK-12) for children and their siblings, and a wide range of programming and support for families. Our House can accommodate up to 81 families in fully equipped private family rooms and apartment suites and has shared facilities such as a larger common kitchen with basic supplies, laundry room, library, clubhouse, media room and business lounge. We also have several outdoor spaces with gardens, play structures, loungers, and barbeques.



Data from 2023

RMHC Toronto is part of a global network of Ronald McDonald House Charities operating in 62 countries around the world, serving over 5 million children and families each year. The first and largest House in Canada, the Toronto House is a part of a network of more than 360 Houses worldwide. RMHC Toronto is one of 12 Regional RMHC Chapters in Canada, each of which is an independent charity licensed to operate by RMHC Global and RMHC Canada.

RMHC Toronto supports families who have a child being treated at one of Canada's 16 pediatric hospitals. Canadian chapters comprise a highly collaborative and mutually supportive national federated structure. As the national foundation, RMHC Canada provides leadership, guidance, funding and support in the areas of national communications, research, strategy, insights, marketing, fundraising and capacity-building; and develops national corporate and government partnerships, and national family support programs for the benefit of all RMHC Canada chapters.



## RMHC Toronto's 2023 Strategic Plan

In 2022, the RMHC Toronto Strategy Task Force reviewed family satisfaction scores, feedback from families, and executive management documents to understand RMHC Toronto's strengths, challenges, opportunities and threats. The task force used this information to update the organization's vision, mission, and values, and identify strategic objectives which will inform strategic and annual plans moving forward. RMHC Global is currently finalizing a [2025-2027 Impact Strategy](#) which will focus on the system's vision, mission, values, priorities and key outcomes for the future.

### Strategic Objectives

Underpinning each strategic objective is a collection of related initiatives that contribute to the achievement of the objective and are captured in our annual plans.



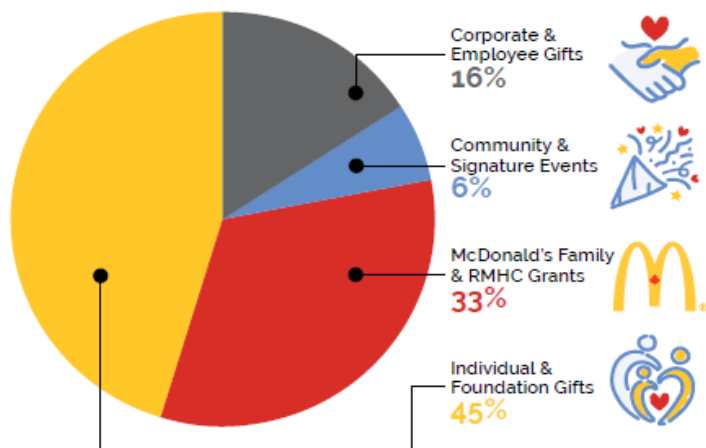
### What Makes RMHC Toronto Possible

RMHC Toronto is grateful for the leadership of our dedicated Board of Directors, our 76 staff and about 300 volunteers for the time, effort, and talent they contribute to supporting the families we serve. We're also thankful for the excellent relationships we have with our local hospitals and other community partners.

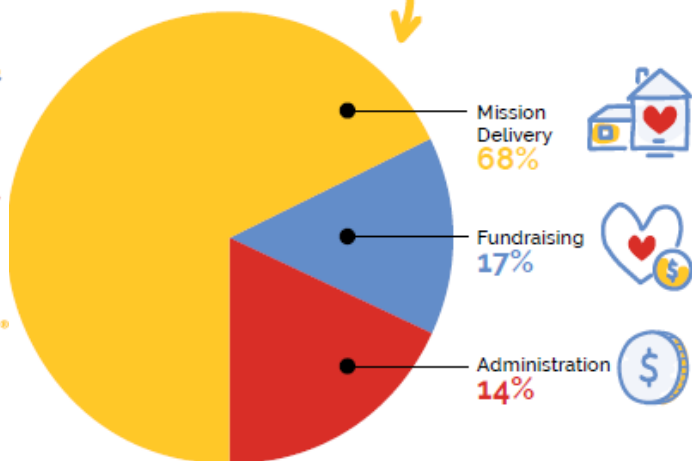
RMHC Toronto does not currently receive operational funding from the government and is supported through the generosity of community, individual and corporate partners. Our Founding and Forever Partner, McDonald's Canada, is our largest donor, covering approximately one-third of our overall operating expenses. We are deeply thankful for the continued partnership of every McDonald's crew person, manager, franchisee, corporate employee, and customer who helps us keep families together.



Donations from partners and programs:  
**\$9,849,206** raised!



Your support at work



Numbers from 2023

## ADDITIONAL INFORMATION

- [About RMHC Toronto](#)
- [Why RMHC Toronto](#)
- [RMHC Canada](#)
- [RMHC Toronto Board & Committees](#)
- [RMHC Toronto House](#)
- [RMHC Toronto Family Rooms](#)

- [RMHC Toronto School](#)
- [Family Stories](#)
- [Volunteers](#)
- [Annual Gratitude Reports](#)
- [Financial Statements](#)
- [News & Stories](#)

## BOARD OF DIRECTORS

We are fortunate to have the commitment of 17 volunteers who serve on our Board and on [Board Committees](#).

- Aric Bhargava** (Chair)
- Angela Clayton** (Vice-Chair)
- Michelle Chaisson** (Corporate Secretary)
- Clara Shin** (Treasurer)
- Denise Carpenter** (Past Chair)
- Anthony Faiella**
- Jim Fennell**
- Marcia Finlayson**
- Josef Hrebik**

- Karen Kinnear**
- Rocky Malfara**
- Brett Mooney**
- Dr. Daniel Morgenstern**
- Victor Rocca**
- Elke Rubach**
- Andrew Turnbull**
- Rashid Wasti**
- RMHC Toronto CEO** (Ex-officio)



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## KEY DUTIES & ACCOUNTABILITIES

### Mission Delivery & Operations

- Lead and manage in a team-based, collaborative culture to ensure excellence in service delivery in accordance with established policies and procedures
- Develop and monitor operating structures and practices to ensure relevance and effectiveness in a child and family-based environment
- Ensure that an integrated facilities maintenance and safety program is in place to ensure high standards of comfort, cleanliness, and appearance and to safeguard the health and safety of families, volunteers, and staff
- Contribute to the growth and development of RMHC Toronto as a recognized and valued partner in the healthcare continuum and establish and maintain effective working relationships with key internal and external stakeholders including healthcare partners, RMHC Canada and RMHC Global, RMHC Regional Chapters across Canada, McDonald's Canada franchisees, community partners, donors, and other supporters
- Engage with sector leaders and in ongoing education to support knowledge of current service delivery trends and best practices

### Strategy Alignment & Implementation

- Collaborate with the Board of Directors to continuously evolve organizational strategy in service to the mission
- Work with the Senior Leadership Team, to translate the strategic plan into a comprehensive operating plan that balances both operational excellence and fiscal responsibility
- Support staff and committees in the achievement of priorities identified in the strategic plan and provide leadership in the future vision for the organization
- Build organizational capacity by assessing and improving existing structures, resources, programs, and operating practices including digital, technological, and analytical strategies to grow capacity, enable timely and accurate data-informed decisions, and effectively measure results

### People & Culture

- Lead, motivate, and build trusting relationships that support staff while also providing clear expectations and accountabilities related to strategic and annual objectives
- Nurture and support an overall organizational culture of collaboration, respect that results in positive staff morale and engagement
- Mentor and work closely with the Senior Leadership Team to support their leadership capabilities and support leadership of their respective units
- Work with Senior Leadership Team colleagues to ensure effective, consistent, and timely internal communications that support positive organizational culture and operational excellence
- Recruit, coach, monitor, and evaluate staff teams to ensure the required and scalable skills and competencies to support House operations.
- Ensure that organizational goals and objectives are well-defined and well-communicated, and that performance is aligned and measured accordingly
- Evaluate the performance of the Senior Leadership Team for compliance, management by objectives, and contributions toward the achievement of organizational objectives
- Implement suitable employee development initiatives for professional growth and ensure that a comprehensive succession plan is in place for all key leadership roles

## **Finance & Risk Management**

- Work with the Director of Finance to oversee efficient and effective financial operations, including administrative functions and policy administration
- Partner with the Senior Leadership Team to develop and prepare annual capital and operating revenue and expense budgets for review by the Finance & Audit Committee
- Work with the Senior Leadership Team to monitor and report on financial performance, and ensure processes and controls are in place regarding the management of funds
- Oversee the achievement of financial objectives while developing, maintaining and meeting/exceeding service delivery benchmarks
- Work with the Board of Directors and Senior Leadership Team to identify, assess, and mitigate organizational and financial risk
- Ensure that the organization is in full compliance with
  - RMHC Toronto's code of conduct
  - all organizational policies
  - laws, legislation, and regulations to maintain charitable status
  - the Imagine Canada Standards Program
- Support the Board's organizational planning and policy-making committees with the development and approval of operational procedures, policies, and standards

## **Board Engagement & Support**

- Communicate and collaborate with the Board of Directors and Board Committees in a manner that builds trust and supports the planning and achievement of strategic priorities
- Work closely with the Board Chair and Committee Chairs to prepare reports and other materials for all Board meetings and functions
- Participate in all Board of Director meetings and functions, as requested
- Support Board and Committee recruitment and succession planning
- Contribute to and support Board and volunteer education and development

## **Fundraising & Community Engagement**

- Work with the Board Communications and Development Committee and other Committee Chairs to develop and implement a diversified fundraising plan that aligns with strategic objectives and contributes to the growth of both operating and capital revenue
- Leverage existing and new technology, and digital assets, to deepen donor and volunteer communications and support donor and revenue growth
- Collaborate with the Vice President, Development, and the Development Team to grow the donor base, while also optimizing and improving stewardship, retention, and engagement of donors
- Partner with the Fundraising team, the Board, and senior volunteers, to build and foster strong relationships with key donors and funders, participating in all aspects of the donor cycle as appropriate and required
- Work across the organization to ensure excellent cultivation and stewardship of McDonalds owners/operators in support of ongoing and increased engagement
- Serve as an ambassador and a primary organizational representative and spokesperson with donors, other supporters, government, healthcare partners, volunteers, families, and the public
- Represent the organization at legislative sessions, committee meetings, and other events





## EXPERIENCE & ATTRIBUTES

- Progressive and extensive senior leadership experience, previous experience as a CEO or Executive Director is a definite asset
- An authentic interest in and commitment to RMHC Toronto's mission and the essential role of providing family-centered care. Knowledge of the pediatric healthcare sector in Ontario is an asset
- Strong ability to inspire trust and develop productive relationships through a visible, compassionate, supportive, and collaborative management style with both internal and external stakeholders
- Successful history of delivering annual business plans based on strategic objectives, with accountability for significant core areas of implementation and evaluation
- Operational leadership experience in one or more key areas of the role
- Skilled in leading and managing change, and encouraging and supporting teams in the development and implementation of new strategies and procedures
- A people-person who has proven experience supporting, collaborating with, and engaging Board members and/or other senior volunteer groups or committees
- Extensive people management and talent-development experience, including experience leading directors and managers who, in turn, lead other employees
- A demonstrated commitment to diversity, equity and inclusion with a history of working with and delivering programs to diverse groups
- Proven experience building and leading high-performing teams in an inclusive, values-based, collaborative culture that strives for accountability and operational excellence
- Demonstrated commitment to employee and volunteer engagement and development, as well as to personal growth and life-long learning
- Willingness and significant experience, professionally or as a volunteer, engaging with donors, partners, and funders in all stages of the donor cycle
- Exceptional written, verbal and presentation skills with experience building successful relationships with diverse groups
- Resilience and the ability to encourage others to remain positive in challenging situations
- High personal integrity with a sense of strong personal values, humility, and ethics
- Active listener with an approachable communication style who is open to alternate ideas and opinions
- University degree or an equivalent combination of education and related work experience will be considered an asset

*RMHC Toronto is open to candidates from the non-profit, public, or private sectors, though candidates from outside the non-profit sector should have significant leadership volunteer involvement with charitable organizations that provide direct service delivery.*

# ORGANIZATIONAL CHART

