



# Opportunity Profile

DIRECTOR OF SHELTERS  
MISSION SERVICES OF LONDON

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NELSON/KRAFT  
AND ASSOCIATES

# EXECUTIVE SUMMARY

Mission Services of London is looking for a proven leader with a sense of calling to emergency shelter management to join their team as Director of Shelters.

The Director of Shelters is responsible for supporting staff, participants, volunteers, students and guests in emergency shelter sites, by providing leadership to Mission Services of London (MSL)'s emergency shelters.

The Director of Shelters is accountable for providing vision, leading and coordinating the development of new and existing programs and services that respond to participant needs, and address emerging trends. They are responsible for ensuring that shelters operate with integrity, effectiveness, efficiency, and accountability to MSL stakeholders.

If you are a motivated, collaborative and assertive operational leader with high levels of emotional intelligence to flex to different audiences and situations, as well as business, technology and financial acumen, we would love to hear from you!



# OUR STORY



Whether it's providing emergency shelter for an individual or family, or caring for those with mental health needs, Mission Services of London (MSL) is there with a message of hope through faith. MSL is a Christian faith-based social service agency with a focus on serving neighbours who struggle with poverty, addictions, mental illness and homelessness. They provide food, shelter, clothing, crisis intervention, shelter diversion and more.

Mission Services of London opened its doors in January 1951 when fourteen Mennonite families purchased and renovated a home at 536 Talbot Street to provide shelter, food and care for men experiencing homelessness.

Since that time, MSL has helped thousands of people of all ages and backgrounds. Today they operate:

- Community Mental Health Programs - outreach services
- Men's Mission - an emergency shelter
- Mission Store - a social enterprise
- Quintin Warner House - an addiction treatment centre
- Rotholme Family Shelter - an emergency shelter

Many men and women tell how their lives have been changed significantly as a result of the love, care and respect they received from MSL during difficult periods of their lives. A little help can make a great deal of difference.

To learn more about the work of MSL, visit their [website](#).



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## OUR VISION

That all people are accepted, valued and can thrive in a caring community.

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## OUR MISSION

We actively respond to people experiencing need, affirm human dignity and inspire hope.

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## OUR VALUES

- compassion
- hope
- integrity
- diligence

...are grounded in faith.

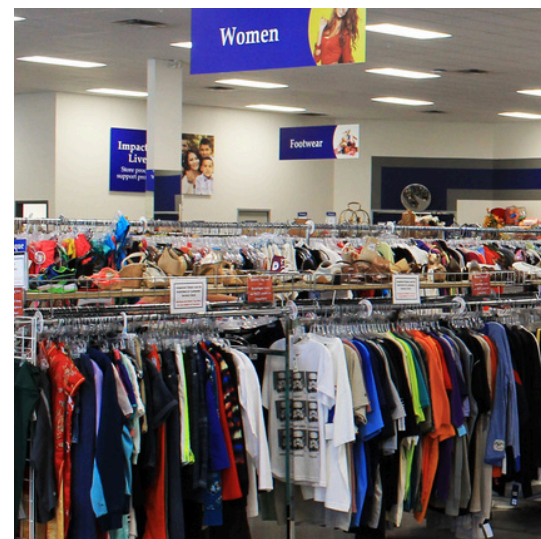
# KEY RESPONSIBILITIES

## Administration

- Adhere to MSL policies, procedures and practices and develop consistent branch level policies and procedures.
- Plan and coordinate the overall and day-to-day operation of emergency shelters, including leading change as necessary.
- Research and prepare project briefs, reports, manuals and data compilation. Evaluate statistics, records and other information to determine trends in service demand and effectiveness.
- Ensure proper and complete records for all relevant areas.
- Participate actively as a member of the MSL Senior Leadership Team.
- Prepare and present reports at Board of Directors meetings.
- Develop and monitor operational plans for emergency shelter programs, with an eye to quality improvement and sector guidelines/best practices.

## Strategic Planning for Shelters

- Ensure shelter programs align with MSL's strategic and operational plan.





- Participate with the Executive Director in short and long term planning decisions.
- Develop and implement program enhancements where appropriate, considering previous and current program reviews.
- Conduct an annual review of emergency shelter programs, evaluating effectiveness, efficiency and compliance with municipal strategies.
- Provide recommendations to the Executive Director and the MSL Board on future directions, movements and best practices in emergency shelter services.



### Finance & Budget

- Prepare capital, operating and salary budgets in collaboration with the Director of Finance, the Executive Director and Program Managers.
- Ensure records of all income including donations, "pay for stay" etc. are transferred to the Administration Office with verification and support data.
- Accountable for managing budgets for both shelters in order to operate efficiently and within established or desired/improved quality parameters.



### Participant Care

- Ensure consistency of services provided to maintain a high quality of care.
- Ensure food, lodging and support services are provided within a well ordered and supervised setting that promotes rehabilitative philosophies, a focus on attaining and maintaining housing, and journeying alongside neighbours experiencing complex needs.

- Ensure shelter programs align and conform to municipal shelter standards and negotiated contracts.

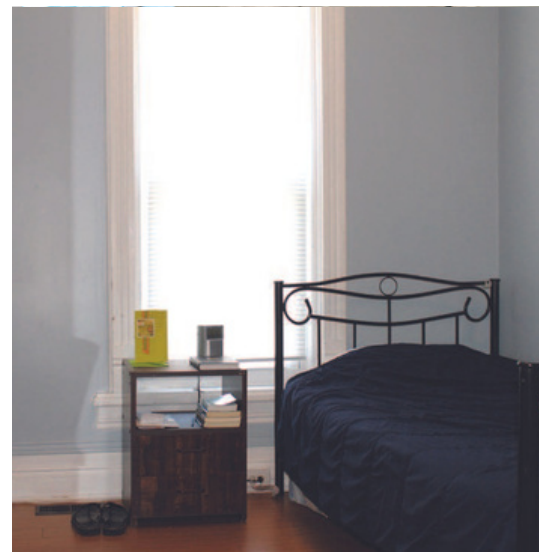
## Community Relations

- Act as primary liaison/contact person with government funders and other shelter or service providers.
- Liaise and communicate effectively with other organizations, businesses and community resources regarding matters of mutual concern.
- Work collaboratively with the fundraising and communications function to ensure that MSL programs have a visible and effective public presence. This may involve providing content to be used in media or publications, public speaking engagements to businesses, in churches or other community settings, and attending appropriate public functions.
- Represent MSL at advocacy tables, actively participating to advance organizational objectives and improve participant outcomes.



## Staff Oversight

- Supervise and regularly evaluate staff performance, ensuring alignment and compliance with MSL's Vision, Mission, Values and Objectives.
- Oversee recruitment, onboarding and orientation practices to ensure that the training of new staff, volunteers and student placements is completed according to MSL policies.
- Oversee performance management and documentation.



- Provide clear and consistent direction and leadership to the shelter sites of MSL, ensuring smooth day to day operations/program delivery.
- Work in cooperation with Human Resources to identify and provide opportunities for staff development, training and succession planning.
- Directly supervise Rotholme Family Shelter Program Supervisor, Men's Mission Intake Supervisor, Shelter Food Services Supervisor, Facilities Manager, Men's Mission Case Workers as required, and the administrative support staff for shelters.
- Coach and mentor direct reports, ensuring ongoing development of skills and knowledge.
- Promote cooperation within the shelter staff teams, and across MSL sites/programs, to support shared goals and objectives.

## **Health & Safety**

- Work in collaboration with Corporate Services/Human Resources to foster a safe environment for staff, volunteers, students, participants and guests of shelter sites.
- Work in compliance with OSHA, its regulations and MSL's safety policies.
- Knowledgeable about the job-related safety hazards and required response.
- Must attend and participate in health and safety training classes.
- Work cooperatively with the Joint Health & Safety Committee to ensure all reasonable precautions are taken for the protection of employees, students, volunteers, participants and guests.
- Conduct accident and incident investigations and submit reports to Human Resources and the Executive Director.
- Ensure employees follow safety procedures and wear PPE as required.
- Inform employees of the existence of any potential or actual danger, and ensure that the procedures established to address these hazards are followed.
- Annually review emergency preparedness and response measures and update as required.



# QUALIFICATIONS

## Education

- University degree in a related field.

## Experience & Alignment

- 8-10 years of senior-level leadership/management experience in a related field. Not-for-profit/social service sector experience including, but not limited to, an emergency shelter or other 24/7/365 human services operation is an asset.
- Demonstrated experience managing financial activities, including capital and operating budgets and strategic planning.
- Proven ability to motivate and align diverse, multi-disciplinary staff teams; experience managing multi-sited teams is an asset.
- Excellent verbal and written communication skills, including active listening and de-escalation techniques.
- Demonstrated ability to compassionately serve, and directly engage /support individuals actively experiencing homelessness, mental illness and/or addiction.
- Agreement with the Statement of Faith and the ability to model the Vision, Mission and Values of MSL.

# QUALIFICATIONS CONT.

## **Problem Solving & Judgment**

- Ensure timely, informed decisions are made that take into account facts, goals, constraints, best practice standards, privacy or other relevant legislation and risk management.
- Translate MSL's strategic vision into achievable objectives for short- and long-term planning to support the Vision, Mission and Values.
- High emotional intelligence and discretion to handle sensitive/high stakes situations with a level head; ability to support others in handling such situations.
- Effective problem identification and solving skills, including artful conflict resolution.
- A well-defined sense of diplomacy, while also advancing organizational advocacy goals; solid negotiation and interpersonal skills.
- Ability to effectively balance compassion and diligence in decision-making and leadership.

# OUR SEARCH TEAM



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## **JEFF PITCHFORD**

LEADING THE SEARCH

Jeff is an accomplished Senior Executive, with over 25 years of leadership experience across the chemical manufacturing and food processing industries. He wears many hats including Business Consultant, Executive Coach, Board Member, Forum Chair and Birkman Certified Professional. Jeff specializes in leadership development and team-based business success. He is passionate about developing leaders and building high performance teams.



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## **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. Additionally, Matt is well-versed in employee relations, engagement, and human resources, making him a valuable consultant. Through a ministry-minded focus, and commitment to responsiveness, he aims to serve his stakeholders with excellence as an Associate.

# 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:** London, ON

**Application Deadline:** open until a suitable candidate is found

**Start Date:** TBD

## HOW TO APPLY

Apply online at [nelsonandkraft.com/jobs](https://nelsonandkraft.com/jobs) with your cover letter and resume. 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.