

Organization: Canadian Administrator of Video Relay Services (CAV), Inc.
Position Title: Executive Director
Reports to: Board of Directors
Location: Ottawa

ACCESS IS OPPORTUNITY

CAV is a telecommunications services company created, regulated and funded by the Canadian Radio-television and Telecommunications Commission (CRTC). From a standing start in 2015, under the direction of its Executive Director, CAV successfully, designed, built, and implemented a uniquely innovative nationwide Video Relay Service (VRS), available in both American Sign Language (ASL) and Langue des signes du Québec (LSQ). VRS is available 24/7/365 and is free to users. The service utilizes a specialized IP-based platform to connect to over 300 sign-language interpreters with Canadians who communicate using sign language, enabling users to place and receive telephone calls from hearing users. Telephone access via VRS enables connections and increases opportunities, improving the quality of life for individuals across Canada who communicate primarily with sign language. Since its launch in 2016, Canada VRS has connected over 3.5M calls.

CAV is currently managed by its inaugural Executive Director and a dedicated team of highly-qualified individuals and partners who bring technical and subject matter expertise in areas critical to CAV's success. CAV is a non-profit corporation whose annual operations are funded by a CRTC mandate of Canada's telephone service providers and is managed through the National Contribution Fund. Currently, the annual fund is capped at \$30M.

The Executive Director operates in conjunction with an engaged, 9-member Board of Directors which includes representation from the telecommunications industry, the Deaf and hard of hearing communities, the ASL and LSQ interpreting communities, as well as two independent board members.

As the second Executive Director in the history of CAV, this unique and exciting role offers the opportunity to build upon the successes achieved to date, continue to innovate this unique telecommunications service, and deepen awareness of VRS among both DHH and hearing individuals, governments (Federal and Provincial/Territorial) and businesses across Canada.

THE ROLE

As the chief executive for CAV, the Executive Director will be responsible for the following broad objectives:

Program and Telephone Service Delivery: manage the VRS service with a view towards innovation and continuous improvement, including:

- ▶ Delivering a high-quality customer experience.
- ▶ Evolving range of telecommunications functionalities and features.
- ▶ Monitoring and maintaining relationships with key service suppliers (technology and interpreting suppliers).
- ▶ Leading, managing and motivating team members.
- ▶ Ensuring all CRTC requirements are met in Canada.

Financial, Risk and Asset Management: apply and oversee responsible and sound financial and risk management practices, including:

- ▶ Administering the funds of the corporation with prudent fiscal judgment, monitoring monthly financial statements, and reporting areas of interest and concern to the Audit Committee and Board.
- ▶ Delivering adequate, timely and relevant financial information reporting to the Audit Committee.
- ▶ Assessing and implementing measures to control risks associated with the corporation's service delivery, people, property, image and good will.
- ▶ Ensuring that the corporation complies with all relevant legislation and regulations.

Communications and Public Relations: use both formal and informal strategies, media and channels to communicate with and keep all stakeholders informed of progress, including:

- ▶ Engaging and building effective, collaborative relationships with stakeholders, such as the telecommunications service providers, the CRTC, the Board, contracted providers, and the Deaf and hard of hearing communities.
- ▶ Managing relationships with regulator and other government officials.
- ▶ Ensuring clarity of and alignment to objectives.
- ▶ Preparing messaging and communicating to stakeholders in 4 languages: English, French ASL and LSQ.

Regulatory Affairs: complying with current regulations and participating in new proceedings to advance CAV's goals, including:

- ▶ Ensuring compliance with CRTC's original regulatory mandate set out in:
 - [CRTC 2014-187 Video relay service](#)
 - [CRTC 2014-659 Structure and mandate of the video relay service administrator](#).
- ▶ Yearly filings of an Annual Report of completed year and Budget request for the coming year.
- ▶ Ensuring a successful outcome to the current open [Notice of Consultation CRTC 2021-102](#).
- ▶ Preparing responses to ongoing open regulatory proceedings and new proceedings that affect VRS.
- ▶ Meeting filing deadlines with responses produced and filed in 4 languages: English, French, ASL and LSQ.

Governance: collaborate with and support the Board of Directors in its governance role, including:

- ▶ Identifying, assessing and informing the Board of internal and external issues that affect the corporation.
- ▶ Executing yearly elections for new members as terms expire.
- ▶ Acting as a professional advisor to the Board on all aspects of the corporation's activities.
- ▶ Fostering effective teamwork between the Board and Executive Director.
- ▶ Developing and implementing policies and procedures as appropriate according to the corporation's mandate.

IDEAL CANDIDATE

Recognizing the nature of its service and the importance of CAV's relationship with its primary stakeholders, priority will be given to deaf or hard of hearing (DHH) candidates who meet the following criteria:

Requirements:

- ▶ Fluency in English and/or French, and ASL and/or LSQ.
- ▶ Experience with and an understanding of best practices and challenges of managing and evolving a complex technology-telecommunications based service model.

- ▶ Exceptional relationship-building, communications and stakeholder management skills; establishes trust and credibility with ease; diplomatic, and effective at gaining alignment and negotiating for results.
- ▶ A senior manager with considerable experience leading and empowering an expert professional team and can provide effective leadership and direction in a matrixed operational model.
- ▶ Innovative and creative thinking and foresight with strong planning and implementation skills.
- ▶ Effective decision maker in an environment with competing priorities.
- ▶ Astute with corresponding tactical components such as budgets/funding and RFPs/contracts.

Preferred Qualifications:

- ▶ Familiarity with good governance practices and ability to forge an effective working relationship with the Board of Directors.
- ▶ Experience operating in Canada's telecommunications regulatory environment and comfortable with the reporting and filing requirements necessary.

Deaf candidates are encouraged to apply. CAV is committed to fostering an inclusive, accessible work environment where all feel valued and respected. If you require accommodation in order to participate as a candidate in the hiring process, please communicate your needs to the LHH Knightsbridge team.

CONTACT INFORMATION

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About LHH Knightsbridge – www.lhhknightsbridge.com