



QUEST OUTREACH SOCIETY: BOARD OF DIRECTOR ROLE DESCRIPTION

About Quest Outreach Society

Vision: Quest exists to disrupt cycles of food insecurity through access to healthy and affordable food.

Mission: By bridging the gap between food banks and traditional grocery stores, Quest provides a grocery experience based on principles of dignity, access and sustainability.

Quest operates four non-profit grocery markets serving 10,000+ clients across Metro Vancouver. People from all walks of life can qualify to become a Quest Client. Many clients, for example, identify as a student, senior, refugee, survivor, single parent or guardian, caregiver, or person with a disability. At any given time, our clients may be experiencing a traumatic event in their life that impacts their work and financial stability such as a death in their family, the loss of a job, the loss of a home, separation or divorce, a new or changing health prognosis, or significant grief event. Clients are referred to Quest through our network of over 700 Referring Partners, who are comprised of agencies, organizations, government ministries and institutions actively working to support individuals and families facing economic barriers.

Almost all of Quest's food is donated by local food partners from across British Columbia and delivered across our four Metro Vancouver markets in Burnaby, North Vancouver, East Vancouver and the Downtown Eastside. Whether donated or purchased, all products sold at Quest Markets are priced the same based on a set of principles and the understanding that economic participation is key to disrupting cycles of food insecurity. All cost recovery generated through the distribution of our food and groceries, along with our non-profit fundraising efforts, cycle back into the organization in service to our mission, programming and client communities.

Board of Directors

Quest is led by a volunteer Board of Directors. The board is made up of individuals who provide depth and diversity of experience and viewpoints. Each director carries a passion for non-profit leadership and issues that impact access to healthy and affordable food. Directors are elected at the AGM or appointed during the board year one term at a time. A term lasts for three years

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and directors can serve a total of three terms. Directors are expected to sign an annual Ethical Code of Conduct and Conflict of Interest Policy each Board calendar year.

Between board meetings and committee work, directors typically spend between 3 and 5 hours per month on board related activities and work. Members of the Executive Committee and Committee Chairs may spend additional time to ensure responsibilities are met.

The board is governed by Quest's bylaws and is responsible for the following:

- Governance and Policy Development
- Strategic planning, ensuring alignment to impact, mission and vision
- Performance of Quest's Executive Director
- Fiduciary responsibility and attention to existential risks facing the organization
- Serving on and supporting committees of the Board
- Other responsibilities as they arise

Meetings & Materials: Board Meetings typically occur every two months and can be attended either in person or online via Microsoft Teams.

In-person meetings are hosted at Quest's Head Office, 2020 Dundas Street, in East Vancouver. Meetings are typically scheduled for the last Wednesday of the month and run from 6 pm to 9 pm PST. In addition to board meetings, Directors are expected to attend and participate in the Annual General Meeting, typically scheduled in February, each year. From time to time, the board will be invited to consider a decision over email. Board Meetings are supported by Quest's Management team, primarily the Executive Director, and include a board package that is circulated prior to the meeting that includes the meeting materials, relevant information meeting minutes for review and approval.

Directors are provided with a board package one week in advance of meetings for the purpose of early review and the opportunity to ask questions ahead of time. Board packages typically require up to an hour of reading.

Committees of the Board: All directors are expected to sit on at least one board committee.

The following committees are currently serving the 2026/2027 Board Year are as follows:

- Executive (Chair, Vice Chair, Treasurer and Secretary)
- Development
- Finance

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- Food
- Fundraising

Other Events: From time to time, Directors may be asked to attend events including fundraisers, staff events and community partner campaign events.

Interested Candidates

Quest is seeking experienced leadership and passionate individuals to serve as a Board Director (At-Large) to help guide Quest Outreach Society's mission, vision and strategic goals. The current focus and competencies the board wishes to bring on include the following:

- 1. Chartered Professional Accountant (CPA) with Executive level accounting and/or financial experience and an interest in becoming Quest Treasurer**

Director Responsibilities

- Provide strategic governance to ensure Quest's mission, vision and values are upheld.
- Attend 6-8 Board meetings annually (hybrid options available).
- Attend the Annual General Meeting and any General Meetings of the members.
- Actively contribute to fundraising efforts and resource development.
- Collaborate with fellow Directors to foster productive meetings and outcomes.
- Engage in policy development, strategic planning and input on annual goals.
- Participate in special events.
- Contribute to Board self-evaluation and performance reviews.
- Monitor and evaluate financial performance, ensuring alignment with organizational objectives, industry trends, and regulatory requirements are met.
- Collaborate with fellow Board members and senior leadership to identify and evaluate strategic opportunities, including market expansion and program development.
- **Financial Experience:** Offer expertise on accounting principles, financial reporting, and internal controls ensuring transparency, accuracy, and compliance.
- Serving as an ambassador for Quest within the community.

Ideal candidates will have some or all the following qualifications & skills:

- CPA designation or equivalent financial experience/qualifications
- Extensive senior executive experience, including leadership roles such as CFO, VP of Finance, or equivalent.

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QUEST

non-profit grocery markets

- Deep understanding of the complexities of financial reporting and accounting standards.
- Experience serving on corporate or non-profit boards as treasurer or providing high-level governance in a complex business environment.
- Experience reviewing and presenting financial statements to a board or management team
- Strong understanding of annual budgeting process and long-term financial planning.
- Strong communication and leadership skills, with the ability to collaborate effectively with fellow board members.
- Commitment to sustainability, innovation, and long-term value creation as it relates to food security across communities.
- Strong diplomatic and relationship-building skills.
- Excellent communication, organizational, and interpersonal abilities.
- Industry connections in the Metro Vancouver communities are desirable.
- Demonstrates integrity, ethical standards, and long-term commitment.

Expression of Interest

Please send your expression of Interest to info@questoutreach.org with the subject heading **“Board of Directors: Expression of Interest.”** Your email will be forwarded to the Executive Committee for review and response. A CV and references may be requested.

Thank you for your interest in Serving on Quest Outreach Society's Board of Directors!

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