

NOLA JEFFREY

Recommended

Contact Information

Phone: 250.248.7514

Email: nola.j@shaw.ca

 [watch Nola's video statement](#)

I have spent decades serving my community, most recently as the Executive Director of a large Indigenous Health Centre where I manage a multi-million-dollar budget. I am tireless, principled and profoundly dedicated and believe having a diverse board that reflects the diversity of our communities is essential for the success of Coastal Community – especially given the merger with Integris. As a strong Indigenous voice, I will continue to bring lived experience and rich cultural wisdom to the boardroom. I offer a needed bridge between our credit union and Indigenous communities that will help Coastal Community grow and prosper.

Work/Professional Experience

Executive Director, Tsow-Tun Le Lum Society, Lantzville & Duncan, BC (2015 – present)

I manage up to 50 staff and various contractors, oversee program operations, handle budgeting and strategic planning, coordinate events and ceremonies, ensure accreditation compliance, supervise HR functions, liaise with external stakeholders, and report to the board and funding organizations.

- Supervise all programs and address daily operations of the centre
- Network and attend meetings with outside partners, health authorities, provincial and federal governments
- Budget preparation, operational and strategic planning
- Oversee project expenses, payroll processing, and budget expenditures
- Understand and implement the accreditation process
- Present policy changes to the Board of Directors for approval
- Oversee human resources, hiring, training, and discipline
- Associate respectfully with Elders from all Nations

Experience in a Complex Regulatory Environment; Establishing Goals; Approving Major Financial Decisions

For over two decades at Tsow-Tun Le Lum, I have led programs governed by provincial and federal regulations, complex funding requirements, and multi-agency partnerships. My role includes managing a multi-million-dollar budget, strategic planning, setting organizational priorities, and overseeing major financial decisions affecting program delivery, staffing, and capital projects. I bring a balanced, community-centred approach that weighs fiscal responsibility with long-term impact. My experience negotiating with government bodies, health authorities, and funders equips me to contribute meaningfully to CCCU's strategic goals and oversight.

Experience in Lending Expertise (Retail & Commercial); Balance Sheet Management /Treasury; Audit & Financial Management; Enterprise Risk Management; Insurance

Because of my role running a multi-million-dollar health care organization, I have a keen understanding of enterprise risk management as well as financial management including the management of cash flows (treasury). In addition, I have learned a lot about lending – both from my time on Coastal Community's board as well as arranging financing for the recent build of the health care facility that I run. Although not an auditor, I have served on Coastal Community's Audit Committee and in my professional role I must deal with auditors on a regular basis..

Background in Strong Governance

I have more than 15 years of governance experience on non-profit and community-focused boards, including oversight roles in health, wellness, and Indigenous service organizations. I have also served as a director of Coastal Community Credit Union for four years. I understand the role of the board both from the perspective of being the board's only employee and from a board member perspective. I believe in collaborative, principled governance that elevates diverse voices, strengthens long-term organizational stability, focuses the credit union on its mission of improving the financial health of our members and ensures proper oversight.

How My Values Align with Coastal Community Credit Union

My values mirror CCCU's commitment to community well-being, accountability, and member-focused decisions. I believe in financial equity, responsible stewardship, and empowering communities who have faced barriers to economic participation. My work is grounded in respect and inclusion, and I believe that the merger with Integris provides more opportunities to improve the financial health of members on the Islands and in the Northern Interior. I value transparency, prudent governance, and strengthening communities. As a strong Indigenous voice, I offer a needed bridge between our credit union and the Indigenous communities that will support both as they continue to grow and prosper.

Relevant Education/Designations

Throughout my career I have been committed to continuous personal and professional development, enhancing my ability to support our communities and guide Tsow-Tun Le Lum to both fiscal and professional strength. In the past four years as a board member of CCCU, I have taken many courses relevant to growing my knowledge and fulfilling my fiduciary responsibility to our members.

Community Experience

I presently sit on the boards of PARCA, Coastal Community Credit Union and Rural and Remote Division of Family Practice. I also work all over Vancouver Island and BC supporting our Indigenous communities when travelling with our cultural support team.

Other Experience, Competencies or Life Skills

- Leadership skills
- Strategic planning & vision
- Policy development
- Non-profit sector experience
- Budget preparation & implementation
- Crisis management
- Interpersonal skills
- Conflict resolution
- Team building & development
- Cultural diversity & sensitivity