

Job Description

Operations Director

Summary:

Reporting to the Executive Director, the Operations Director is responsible for ensuring that SCCSS operations are efficient, effective, and responsive, and support program staff to provide the best possible services to the community in order to uphold and further the mission, vision, and values of Sunshine Coast Community Services (SCCSS). The Operations Director develops, reviews, and maintains policies, procedures, and/or processes related to agency operations, ensuring agency risks are mitigated or managed and that services are delivered at or above the standards expected of non-profit, social services.

Key Duties and Responsibilities:

- Coordinates with the Executive Director to proactively identify and mitigate operational risks
- Oversees and reviews and updates agency risk management plans
- Responds to written client complaints and coordinates timely responses with supervisors and staff
- Coordinates a system that ensures timely receipt, reviews, and follow up of all critical incidents including a quarterly analysis of the critical incident summary
- Oversees all contracts; vendors, contractors, and funders, ensuring compliance
- Oversees, reviews, and updates agency dashboard
- Is the designated agency privacy officer, responsible for privacy guidelines and compliance to BC and Canadian privacy legislation including regular reviews and guideline updates.
- Oversees all requests for information and release of client, volunteer, or employee documents
- Provides timely consultation to administrative and program staff regarding privacy-related issues
- Leads review of vendors as outlined in relevant policy
- Annually reviews and updates agency administrative and operations policies
- Oversees the annual review of Human Resource policies
- Develops, maintains, and updates the SCCSS Business improvement plan
- Partners with the Executive Director regarding agency crisis and/or disaster response and acts as the point person.
- Oversees agency Health and Safety
- Coordinates the CARF accreditation survey
- Oversees the implementation and analysis of the results of the annual staff survey
- Oversees and leads procurement of services and all other purchasing
- In collaboration with the SLT provides support in the planning and implementation of projects related to administration, finance, HR, and Facilities.
- Engages in other related activities as required in discussion with the Executive Director
- Provides regular, timely reports and information to the Executive Director, Program Directors, and the Board as required.

Qualifications and skills required:

- 5-10 years' recent, experience in progressively more complex and senior management leadership roles in a multi-site, multi-service not for profit organization,
- 3-5 years experience using risk tools to assess, track and manage risk
- At least 3 years in a continuous quality improvement position.

- 3-5 years experience with facilities management
- Experience preparing for accreditation in the social service sector.
- At least 3 years experience in Information Technology management
- At least 3 years experience managing personal data security
- Experience in a social service or human services organization
- Demonstrates strong leadership skills, with excellent communication skills for dealing with a wide range of individuals
- Takes a diplomatic and collaborative approach to compliance, change, conflict resolution, and problem-solving
- Excellent knowledge and application of provincial and federal privacy legislation
- Experience with not-for-profit financial accountability
- A clear understanding of SCCSS's purpose, vision, mission, and values.
- Strong business and report writing skills.
- Strong computer literacy, able to use a variety of devices, software, and applications including Microsoft Office365 and virtual meeting platforms such as Microsoft Teams and Zoom
- Strong facilitation skills, able to effectively facilitate and lead in a variety of situations
- Demonstrated working knowledge of building systems, operations, and maintenance practices in a complex, multi-site environment.
- Demonstrated working knowledge of health and safety legislation, relevant laws and by-laws, and provincial/national standards.
- Excellent knowledge of risk management processes and applications: able to identify risks or gaps in service quality or processes across the agency.
- Excellent knowledge of continuous quality improvement processes, business continuation planning, and best practices.
- Knowledge of data management systems.
- Strong planning, organizing, and time management skills; able to manage competing priorities and ongoing issues and initiatives.
- Strong ability to think critically, systematically, and analytically, taking a holistic approach to developing and implementing processes, policies, and practices across the agency.
- Proven success in Project Management
- Strong research and analytical skills, able to create and implement analysis and evaluation tools
- Demonstrated ability to take action in a crisis management environment
- Ability to manage organizational software applications with a solid understanding of information systems and business intelligence tools used in the management of facilities, client relations management, volunteer management, donations management, and Human Resources.
- Demonstrated skills in negotiation, conflict resolution, and dispute settlement.
- Ability to handle confidential material and situations with tact and discretion

CORE COMPETENCIES:

Accountability and Dependability: Takes personal ownership and responsibility for the quality and timeliness of work commitments. Follows organizational guidelines, professional standards, regulations, and principles. Demonstrates reliability and integrity on a daily basis. Reliable and dependable in performing job-related tasks, finishing assigned projects, meeting deadlines and appointments. Communicates delays in work and renegotiates deadlines in a timely manner.

Communication: Respectfully listens to others to gain a full understanding of issues; comprehends written material; presents information in a clear and concise manner orally and in writing to ensure others understand his/her ideas; appropriately adapts his/her message, style, and tone to accommodate a variety of audiences.

Ethics, Integrity, Confidentiality, and Trust: Models and promotes honesty and integrity within and with others. Takes the right action at the right time and in a manner that complies with the processes and procedures of the organization and the law. Demonstrates effective discretion builds rapport with others and maintains confidentiality. Displays honesty and transparency that exhibits the values and mission of the workplace.

Valuing Diversity and Inclusion: Appreciating and leveraging the capabilities, insights, and ideas of all individuals. Working effectively with individuals of diverse styles, abilities, and motivations. Seeking to be inclusive of all abilities, cultures, and backgrounds; challenging exclusionary practices.

Professionalism: Behaves with fairness and consistency in communication, daily interactions, and decision making. Shares information and ideas with others in a collaborative manner. Maintaining consistent lines of communication with managers, supervisors, team members, and clients communicating deadlines, issues, status updates, and successes. Maintaining appropriate interpersonal relationships and boundaries with staff and clients.

FUNCTIONAL COMPETENCIES:

Analytical Thinking: Identifying patterns or connections between situations that are not obviously related and identifying key or underlying issues in complex situations. Translating complex or creative plans into workable solutions.

Leadership: Keeps the Agency's vision, mission, and values at the forefront of decision-making and action. Engages with the Agency's staff and stakeholders to support the achievement of the Agency's vision, mission, and values. Ability to lead individuals and teams of people toward a common objective. Provides support, coaching, encouragement, and direction to staff and the Society as a whole.

Strategic Thinking: Identifying key issues and relationships relevant to achieving a long-range goal or vision. Analyzing and interpreting the agency's strategic direction and having a clear understanding of the agency's vision, mission, values, and objectives. Developing responsibilities, tasks, goals, and initiatives that align with the agency's vision, mission, and values, and long-term plans and growth. Reflecting on past experience, agency practices, and processes to determine the correct course of action. Analyze the internal and external environment to identify current and future opportunities, challenges and risks.

JOB-SPECIFIC COMPETENCIES:

Decision Making: The ability to identify and understand issues, problems, and opportunities; to compare data from different sources and draw conclusions. Uses effective approaches for developing a course of action and appropriate solutions. Takes action consistent with available facts, risks, constraints, and probable consequences.

Gaining Commitment/Negotiation: Using appropriate interpersonal styles and techniques to gain acceptance of ideas, plans, and/or campaigns; the ability to accommodate tasks, situations, and individuals involved. Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties. Effectively meeting donor/sponsor needs; building productive donor/sponsor relationships; taking responsibility for donor/sponsor satisfaction and loyalty.

Information Seeking: The ability to discover more about things, people, issues, or situations. Characterized by going beyond routine questions, asking probing questions, researching, and acting with curiosity. Seeks to understand the cause or driver of people, issues, or situations in an effort to make changes or resolve an issue or situation

Working Conditions

- This position works in a typical office environment, with some time spent at various locations (indoors and outdoors) for different events and to provide support to staff.
- Some evening or weekend work may be required

Physical Requirements

- Sitting for extended periods of time and computer use.
- Lifting and moving of general office supplies and other related supplies/equipment.

Organizational Relationships

This position reports to the Executive Director and supervises the Facilities Manager and Human Resources Manager.