



Director of Operations

Full-Time (37.5 hours per week)

Accessible Housing's vision is that everyone has a home and belongs in community. We do this through a variety of programs, services, and housing so that we are able to help individuals live safely. By matching individuals with housing blended with appropriate supports, people can thrive and participate in community.

For more information about Accessible Housing, please view our website at www.accessiblehousing.ca.

Overview

Reporting to the Executive Director, the Director of Operations will oversee Inclusio, a new 45 unit affordable and accessible home for residents with limited mobility, opening in early 2018. This is a hands-on role that will lead the day to day operations and will oversee the staffing, development, budgeting of, delivery and evaluation of this program.

The Director of Operations will work in collaboration with their team to define success, promote open communication, create strong morale and a feeling of belonging and care for residents and staff. As part of the Executive Leadership Team, the Director of Operations will participate in the development of Accessible Housing's strategic and operational plans and work with the Leadership Team on the implementation of these plans.

Join us as a leader with strong values to make a difference in the lives of staff and residents. Leverage your leadership skills to engage team members in providing a high standard of service and value to our residents, built on strong relationships and operational excellence.

In this role you will be focused on:

- Attracting, developing, and retaining a highly engaged team
- Ensuring safe, quality care for all residents
- Assisting in the development of operational budgets and capital requirements in order to meet financial goals for the building.
- Building strong relationships with stakeholders and community partners

Principles and Values

- Effective collaborator with a high degree of caring, who is responsive to the needs of others. Accessible Housing has a unique and highly-valued culture with a high regard for gratitude, generosity of spirit and transparency. This shows up in actions and decision-making on a daily basis, and only individuals who share these values will be a good fit for the organization.
- Promote organization values, which are compassion, community, leadership and empowerment.
- Ensure that the programs follow a client-centered and strength-based approach.
- Demonstrate knowledge of organizational philosophy, work in an ethical manner, and represent the organization in a positive way.

Leadership and External Partners

- Cultivate relationships with funders and partners with the goal of building mutual trust and collaboration, and ensuring sufficient resources.
- Develop and implement strategies that will facilitate and foster collaboration with all programs within the organization and improve services provided to clients.
- Monitor the effectiveness of Inclusio. Identify necessary changes and develop goals, objectives and activities to address those changes.
- In collaboration with the program team, develop, implement and evaluate annual program goals and strategies that connect with the organizational goals.
- Use strategic thinking and problem solving skills to make decisions for the programs that take into account the best interests of the clients, the program and the organization.
- Ensure compliance with all Accessible Housing policies, relevant standards and contractual funder agreements.
- Act as a resource and advocate for Accessible Housing in the community.
- Act as the senior executive to the Leadership Team when the Executive Director delegates.

Team Management and Development

- Plan the delivery of the overall programs and activities in accordance with the mission and the goals of the organization.
- Develop new initiatives to support the strategic direction of the organization.
- In collaboration with the Executive Director and Director of Finance and Administration, develop annual budget and operational plans.
- With support from the Coordinator of Policy and Strategy, track and report monthly/quarterly/annual outputs and outcomes (including for funders).
- Develop funding proposals in collaboration with the Director of Development for the program to ensure the continuous delivery of services.
- Provide leadership and supervision to team members.
- Reward and recognize staff for their contributions. Provide coaching and address issues when needed.

Program Management

- Ensure that program activities operate within the policies and procedures of the organization.
- Recruit and train team members, oversee and provide direct supervision to a interdisciplinary team that consists of program staff, maintenance and janitorial and kitchen staff.
- Ensure that program activities comply with all relevant legislation and professional standards.
- Oversee the collection and maintenance of records according to the confidentiality and privacy policies of the organization.
- Communicate with funders as outlined in funding agreements.
- Ensure that the program operates within the approved budget.
- Identify and evaluate the risks associated with the programs activities and take appropriate action to mitigate the risks.
- Other duties as required.

Building Operations

- Lead the development and implementation of all operations for the building
- Develop and implement successful strategies regarding staffing, occupancy, revenue growth, expense control, and quality of services, and review and redirect activity, if necessary.
- Constantly assess and respond to resident needs and staffing levels.

- Remain active in local community activities. Work with the team to establish networks and resources for resident referrals.
- Perform regular reviews of and make recommendations on all aspects of preventative maintenance.
- Build a high performing, collaborative team.
- Maintain a safe working and living environment.
- Actively participate in “in-house” activities including prospective resident tours and special events.

Qualifications

- An undergraduate degree in business administration, healthcare administration, human services and/or not for profit management (or related education).
- Understanding of and experience in both program and building operations in settings such as supportive housing is an asset.
- 3-5 years’ experience working as a director in a nonprofit setting.
- Demonstrated success developing and evaluating programs.
- Demonstrated ability to solve complex problems and work under pressure in a changing environment with a high degree of professionalism and diplomacy.
- Strong business acumen and experience managing financial targets.
- Experience working with individuals with disabilities is an asset.
- Excellent interpersonal, communication, and organizational skills.
- Ability to work independently and be flexible with changing needs/priorities.
- Knowledge of Microsoft Office programs.

Working Conditions

- The Director of Operations usually works in an office environment, but may work in various locations. He or she must have a valid driver’s license and reliable transportation
- The Director of Operations works a standard work week with the understanding that flexibility in their schedule may be needed to ensure smooth program operations and the ability to connect with various staff and to engage with the community. This includes working some evenings and weekends.
- The Director of Operations works in locations where he/she is in direct contact with clients and residents.

We offer a competitive remuneration and benefit package, and an equal opportunity work environment. To apply please submit your resume along with a cover letter prior to **4:00pm Thursday, November 2nd** to:

Email: marsha@accessiblehousing.ca with the subject line Director of Operations

No phone calls please. We thank all candidates for expressing an interest in this position and Accessible Housing. We will be in touch with those candidates demonstrating the best fit for the organization’s needs. Resumes received will remain confidential.