



Job Posting

Director of Operations

Kiwassa Neighbourhood House, a multi-service community agency working in East Vancouver, seeks an experienced management professional for an exciting new leadership opportunity to strengthen and align human, administrative and facility management systems that enable our organization to create positive impacts in our community. Providing day-to-day operational leadership, key responsibilities include stewardship of human resources, facilities, contract management, information management and general operations systems. This .8 permanent position reports to the Executive Director, and is part of the senior management team at Kiwassa.

You love building operational and administrative systems that help organizations and people thrive. A passion and a pride for creating more socially just, inclusive and resilient communities. You have a reputation as a thoughtful, collaborative leader who is fair, communicates clearly and honestly, and engages people in planning and decision-making processes. Your strong financial, analytical and administrative skills amaze and inspire colleagues, partners and occasionally, a random audience of small children, gardeners and a plumber.

Key Responsibilities:

Operations & Finance:

- Manage day-to-day operations at Kiwassa Neighbourhood House
- Work closely with Executive Director, finance department and senior management team to develop budgets and internal controls, operational policies and procedures, risk management strategies and resource plans
- Support development and implementation of integrated information management systems, inventories, filing and record-keeping
- Ensure agency compliance with relevant licensing, health, safety, and privacy legislation
- Manages key contracts with funders and partners, including communications, distribution and reporting in timely manner
- Researches and identifies opportunities to grow a diversified funding base

Human Resources:

- Oversight of human resource policies and procedures
- Facilitate design and implementation of performance management and professional development strategies

Administration and Facilities:

- Supervise Housing and Facilities Coordinator, and facility planning and operations
- Supervise Front Office Coordinator
- Oversee design and implementation of data management and communications systems

- Organize and liaise with contractors
- Implement and monitor Health & Safety program

Leadership

- Participate as a member of Kiwassa's senior management team to provide overall agency direction
- Provide leadership support, direction and coaching to staff and volunteers
- Play key role in operation planning, communications and fundraising strategies

Qualifications:

- Post-secondary degree and/or accreditation in finance and business administration, HR, facilities management or other relevant discipline;
- 5+ years management experience within the non-profit sector;
- Commitment to social justice and Kiwassa's mission and vision;
- Excellent communication skills, both verbal and written;
- Ability to think strategically, to plan, organize and execute effectively;
- Strong problem solving, delegation, coaching, conflict resolution and interpersonal skills;
- Human resource experience, bring an intersectional equity lens to human resource planning, engagement, and decision-making;
- Experience managing facility plans and contracts, ideally with expectations of BC Housing, City of Vancouver and other funders, regulatory bodies, landlords and tenants;
- Strong project management, research and analytical skills;
- Comfort leading engagement of people and teams through development of implementation of information and data management systems;
- Likes people (for the most part).

Remuneration:

This is **.8 FTE** position with a salary range of \$55-65,000 per year and an outstanding benefits package.

Interested applicants are requested to submit a cover letter and their resumes or CV on or before **September 16, 2019** to careers@kiwassa.ca

Attn:

Mark Gifford, Executive Director
 Kiwassa Neighbourhood House
 2425 Oxford Street
 Vancouver, B.C., V5K 1M7

We thank all applicants for their interest. However, only short-listed applicants will be contacted.

Kiwassa grows a welcoming and inclusive community in the vibrant Hastings-Sunrise and Grandview-Woodlands neighbourhoods of East Vancouver, located on the traditional, unceded and occupied territories of the Skwxwú7mesh (Squamish), Səlílwətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkwəyəm (Musqueam) Nations.