

Job Title: MANAGER - Operations

Job Summary

The Manager reports to the Executive Director, or designate, and works in accordance with the mission, values and philosophy of the Squamish Helping Hands Society. Duties and responsibilities include but are not limited to: staff management and training, management of SHHS housing programs, client case working, emergency on-call rotation, administration, community outreach, special projects and seasonal duties. The Operations Manager is part of a cohesive leadership team, works in collaboration with the other managers on the team and with all staff and clients.

Managers need to excel in the following:

Leadership/management skills – an ability to lead by example, to listen with compassion and to direct with firm intention; the ability to look at a problem from all sides for creative win/win solutions and to understand...

Organizational planning – the ability to oversee, track and report out on many moving and changing parts; the ability to see and create order in the chaos; the ability to delegate tasks and projects and to understand and play to people's strengths.

Visionary influence – the ability to inspire great work, compassion, a commitment to self-care and growth; the ability to inspire others to lead; the ability to bring our message out into community for new and continued community support.

Detail action – the ability to circle back to the details, follow through with action so that tasks and results are completed and recorded; the ability to build and follow allotted budget; the ability to see the gaps.

Mental acuity and emotional intelligence – the ability to go to the core of a matter and to understand that what we see isn't always what is there.

KEY AREAS OF RESPONSIBILITY:

Staff Management and HR

- Scheduling (posted on the 15th of prior month)
- Updating call out sheet based on seniority list
- Staff time sheet reconciliation and approval
- Leading OHS committee meetings
- Sitting on Labour Relations committee w/Executive Director
- Assisting staff with Work Safe claims and Employer reporting
- Responding and dealing w/day to day staff issues
- Coordinating staff training
- Conducting Performance Reviews of staff
- Recruiting, interviewing, hiring and training of new staff
- Supervising and directing staff as needed
- Participating in progressive discipline when needed

- Participating in Union meetings including grievances with Executive Director as needed
- Ensuring confidentiality of staff and participants.

Operations Management

- Overseeing and managing the flow of all operations and programs
- Building Maintenance / Asset Management
 - Building Maintenance / Repairs for Firehouse and Home InStead locations (later Under One Roof facility)
 - Supervising Van Maintenance and
 - Acting as the liaison with District of Squamish for building, special request issues
 - Building and maintaining a vendor data base
 - Ensuring Safety protocols are in place for all operations
 - Creating and implementing chores & cleaning schedules for staff, volunteers and participants.
 - Overseeing operations of laundry facilities and services
- Managing in-facility Food Service operations
 - Oversee kitchen manager and kitchen operations
- Managing Community Use of the building

Housing Programs Management Summary:

(Operations Manager will assist in this area as needed)

- Organizing and managing Helping Hands' shelter and housing programs: Emergency Shelter Program, Extreme Weather Program, Transitional Housing Program etc.
- Analysis and Strategic planning for the growth and development of Helping Hands housing programs
- Developing policies and procedures in conjunction with management team and is able to apply and communicate these to staff, volunteers and clients
- Communicating and collaborating with housing partners including Vancouver Coastal Health, BC Housing, Sea to Sky Community Services, Squamish Seniors Housing Society, Howe Sound Women's Centre etc.
- Managing resident intake and match residents with programs
- Ensuring a safe environment for all residents
- Managing communications with residents on all matters related to residency

Community Service Program Management Summary:

(Operations Manager will assist in this area as needed)

- Managing the community Food Hub- including Food Rescue and Distribution programming, Garden Program, liaising with the Food Bank etc.
- Managing the Outreach Program, including supervision of the Outreach team
- Overseeing Drop-In Services
- Managing the Supported Education and Employment program
- Supervising the Volunteer Coordinator and Volunteer Program

Client Case Working

- Responsible for client intake process, initial assessment, and case plan development

- Participating in Participant Assessment, Placement and Planning – housing and programs
- Directing Participant Support: Help to plan and execute integrated case management decisions for extreme low barrier / difficult participants - include having difficult conversations with participants who are being asked to have a time out; Participant re-entry management; and providing guidance to staff on how to manage difficult participants.
- Working individually with clients to set obtainable goals and then meets regularly to observe and assess progress.
- Responsible for following and documenting progress of clients
- Responsible for creating and maintaining of case files, ensuring they are up to date and accurate

Administration

- Reporting on all areas of responsibilities
- Financial management for program operations, adhering to program budgets and participating in program budget formation and reporting
- Providing input in to Policy and procedure management
- Analysis and Strategic planning for the growth and development of programs and services
- Participating in Grant/funding management and planning
- Continuing to bring the organization on line, supporting staff to become comfortable using computers
- Attending weekly Management Meetings and report on all areas of responsibility
- Attending and contribute to bi-monthly (monthly?) staff meetings

Community Outreach and Communications

- Responding to or redirect as appropriate community inquiries received by email, telephone, in-person or through social media.
- Participating in community relations, acting as an ambassador for the organization to convey key messaging
- Representing Squamish Helping Hands Society on community-based committees and forums
- Identifying and developing key partnerships

Special Projects

- Organizing Celebrations of Life
- Participating in development of programs, systems and schedules for the Under One Roof project.
- Other special projects as directed and needed
- Participating Society events, including fundraisers, AGM, Strategic Planning sessions and staff gatherings

On-Call Response

- On call afterhours supervision rotating days

Education, Training and Experience

- A Bachelor's Degree in Social Sciences preferred with minimum (1) year management experience.



- A Diploma in a related human / social service field with two (2) years management experience may also be considered.
- Must have Level 1 First Aid Certificate, and up to date Foodsafe certificate. Serving it right an asset.
- Crisis Intervention Skills Training and Hostile Interactions Training also valued as an asset.
- Supervisory and / or Leadership specific training valued as an asset.
- Minimum of two (2) years' sobriety if you have been in recovery from alcohol and/or drug abuse issues.
- Three years of case management experience with homeless, low-income, mentally disabled, and chemically dependent persons required
- An equivalent combination of education, training and experience may also be considered.

Skills and Abilities

- Demonstrated ability to work independently and within a team environment while supervising and managing performance.
- Demonstrated ability to communicate effectively both verbally, in writing, social media etc.
- Demonstrated physical / mental / emotional ability to perform the duties of the job.
- Demonstrated ability to operate related equipment.
- Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment.
- Demonstrated ability to be open-minded and non-judgmental and fair.
- Proficient computer skills (MS Office, Word, Excel etc.)
- Strong Problem Solving skills and the ability to adapt to a changing environment
- Demonstrated experience managing staff in a union environment
- Knowledge of WorkSafe BC regulations and procedures
- Working knowledge of social housing management
- Experience with a Trauma-Informed approach to participant care and communications

JOB CLASSIFICATION:

Management

Grid Level: Excluded Position