



**Position Title: On-Call Operational Manager (Union Excluded)**

**Job Summary**

The On Call Operational Manager is responsible for on-call operational duties for CBG sites after hours including responding to all after hours calls from staff regarding resident crisis, flood, fire, death and all other emergency situations. In this role the Manager will report to both the Executive Director and the Director of Operations.

**Functions & Responsibilities**

1. Answer the emergency phone line and notify the Executive Director and Director of Operations of any emergency issues. When required, attend in person when fire, flood, injury to liaise with management about any urgent matters. Keep ED and OM in loop of all urgent items or assistance needed
2. Communicate with VPD, VFD, paramedics and all other emergency responders during after hours emergencies.
3. Help Building support staff and site coordinator as needed to assist with any resident conflict or concerns
4. Learn and understand Community Builders' values and philosophy of support, empowerment, inclusion and openness for staff and residents
5. Understand all roles and positions and supervise staff to deliver job performance at required levels.
6. Participate in the development and implementation of essential service plans
7. Ensure the workplace meets all health and safety guidelines and regulations
8. Oversee operations and management of several Community Builders Housing Sites
9. Be aware of staff shift changes, holiday approval and other staff leave of absence or sick calls.
10. Assist HR with staff information and feedback for reviews.
11. Additional duties as required

**Skills & Abilities**

1. Ability to remain calm under pressure
2. Able to work independently with minimal supervision,
3. Ability to communicate effectively, both verbally and in writing.
4. Ability to organize and prioritize.
5. Ability to analyze and resolve problems.
6. Ability to talk to staff through conflict and emergency situations over the phone during a crisis.
7. Ability to follow established policies and procedures



### **Education and Experience**

- A bachelor's degree in Social Services or related relevant degree from a recognized post-secondary institution is preferred, OR an equivalent combination of education, training and experience, current First Aid and CPR certification
- Significant Experience in the use of systems and tools for searching and managing information
- Minimum 2 years in non profit housing sector
- Minimum 2-5 years a supervisory/managerial capacity.

**Position Title:** On-Call Operation Manager

**Union:** Excluded

**Schedule:** Saturday-Sunday (8am-4pm) and 3 overnight shifts

**Location of position:** Vancouver, British Columbia

**Salary:** \$60,000-\$70,000 annually