



Job Description: Operations Manager (Union Excluded) Job Summary:

The Operations Manager is responsible for overseeing staff operations at several of Community Builders Group supportive housing and shelter locations in Vancouver.

Reports to:

Both the Executive Director and Director of Operations.

Functions & Responsibilities:

- Participate in the development, implementation and evaluation of all corporate strategic goals and objectives as a member of the leadership team
- Learn and understand Community Builders' values and philosophy of support, empowerment, inclusion and openness for staff and residents
- Understand and enforce Community Builders' policies through the building coordinators and staff
- Understand low barrier housing, how it affects compliance with city standards etc. and the balance between
- Help Building support staff and site coordinator as needed to assist with any resident conflict or concerns
- Read all shift reports from staff and provide feedback when needed
- Attend Community Advisory Committee (CAC) meetings and stakeholders and partners as required.

Building Management

- Oversee operations and management of several Community Builders Housing Sites
- Tour sites multiple times a week with regular communications and updates on conditions to Executive Director (ED) and Operations Manager (OM)
- Be on call for urgent items and emergencies and forward after-hour needs to Community Builders' on-call emergency contact. Keep ED and OM in loop of all urgent items or assistance needed
- Understand all roles and positions and supervise staff to deliver job performance at required levels.
- Work with building coordinators to ensure buildings are in compliance with COV, VFD and Community Builders standards at all times, and provide relevant feedback to staff Communicate with 311 (COV), maintenance team and Property Manager for an emergency or any outstanding issues.

Scheduling & Staff Management

- Be aware of staff shift changes, holiday approval and other staff leave of absence or sick calls. Assist HR in filling shifts as needed
- Notify HR dept when any 90-day and annual staff reviews are due and include feedback, let HR dept know of any significant employment issue



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- Review and finalize payroll submissions from building coordinators before processing by Payroll dept
- Work with Building Coordinators to ensure staff are up to date on all required training
- Participate in the development and implementation of essential service plans,
- Perform bargaining unit staff duties during a strike or lockout and represents Community Builders in labour/management meetings as required.
- In conjunction with HR, ensures the workplace meets all health and safety guidelines and regulations
- Encourage Coordinators to give direction and feedback to other cleaning and support staff
- Give feedback on Coordinators staff delegation ability and assist as needed
- Assist Coordinators to run regular staff meetings
- Assist HR with staff information and feedback for reviews
- Participate in discipline, management, and termination process as required
- Other duties as required

Education and Experience

- A bachelor's degree in a relative health discipline 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 managing multiple priorities, projects and deadlines
- Significant Experience in the use of systems and tools for searching and managing information
- Sound Experience in managing human resources
- Minimum 2-5 years in a supervisory/managerial capacity.

Abilities

- Ability to independently analyze and interpret policies, and make recommendations on feasible solutions
- Ability to persuade and influence others
- Ability to independently plan, organize, manage and control a high volume of activities
- Ability to communicate effectively orally and in writing
- Ability to supervise the work of others
- Ability to exercise independent judgement and discretion within policy guidelines

Leadership Competencies

- Create Vision and Strategy
- Mobilize People
- Uphold Integrity and Respect
- Collaboration with Partners and Stakeholders
- Achieve Results

Union: Excluded

Salary: \$65,000-\$75,000 annually

Job Type: Permanent, Full-time