

| <b>Competition Number: 2019-1204</b> |   |
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| <b>Posting Date:</b>                 | December 4, 2019  |
| <b>Closing Date:</b>                 | Monday, January 6, 2020 – 9:00am MST<br>Late submissions may not be considered. |
| <b>Position:</b>                     | Director of Operations – Cranbrook  |
| <b>Location:</b>                     | 39 13 <sup>th</sup> Avenue South, Cranbrook                                     |
| <b>Status:</b>                       | Permanent, Full Time  |
| <b>Eligibility:</b>                  | Open to internal and external applicants  |
| <b>Benefits:</b>                     | Competitive Health & Welfare benefits   |
| <b>Hours:</b>                        | Monday to Friday, 8:30am – 5:00pm   |
| <b>Commencement:</b>                 | Monday, February 3, 2020.   |

### *A rewarding career starts here!*

The Cranbrook Society for Community Living (CSCL) is a non-profit organization dedicated to the inclusion, education, advocacy and growth of those with diverse-abilities in the city of Cranbrook and surrounding area. Supporting over 120 individuals and their families while employing over 150 people, CSCL is committed to enhancing our community.

#### **The Position**

Reporting to the Chief Executive Officer, the Director of Operations is responsible for the general oversight of all CSCL programs and services. As a member of the Senior Leadership Team, the Director of Operations will supervise, mentor and empower Program Managers throughout the course of their duties.

A full job description is attached for candidate review.

#### **The Person**

It is vital for the overall success of this position that the right person be selected. As a member of our Senior Leadership Team, you will be responsible for the daily support and supervision of agency Managers. Our Managers are skilled and competent individuals with a wide variety of skills and abilities. The selected applicant will demonstrate their abilities to lead and empower those who are already in a direct supervision role. Furthermore, the selected candidate will have past experience working with those who have diverse-abilities and their families.

## **Qualifications**

The successful applicant will be a hard-working individual with excellent oral and written skills. They will have at minimum five-years' experience in executive/senior leadership – preferably in the social service field.

Previous leadership experience working in staffed residential services, especially those that are licensed under the Residential Care Licensing Regulations, is preferential.

Though **not** mandatory, those applicants who possess a Bachelor's Degree in social work, human services and/or a health-related field will be given preference.

**All enquiries regarding this posting must be submitted in writing to:**

[hr@cscl.bc.ca](mailto:hr@cscl.bc.ca) referencing Competition #: **2019-1204**

**Applicants are asked to submit their application in writing to:**

[hr@cscl.bc.ca](mailto:hr@cscl.bc.ca) referencing Competition #: **2019-1204**

**CLOSING DATE: Monday, January 6, 2020 – 9:00am MST**

Please note that only those applicants that are short-listed will be contacted. We thank each individual in advance for their interest in our organization.

### **ATTACHMENTS:**

Job Description: JOB DESCRIPTION – Director of Operations



## Job Description

### Director of Operations

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**Job Summary:** As a member of CSCL's Senior Leadership Team, the Director of Operations will be responsible for the general oversight of all CSCL programs and services. The Director of Operations will ensure that all Program Managers have the supports and tools needed to operate their respective programs efficiently, safely and in accordance with all CSCL Policies and Procedures. The Director of Operations will ensure that persons served and their families are receiving quality, person centered services.

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**Reports To:** Chief Executive Officer

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**Key Duties and Responsibilities:**

- Ensures that all programs and services are delivering supports in a way that best meets the needs of each individual we support; empowering uniqueness, individuality and the right of choice;
- Works with members of the Senior Leadership Team to ensure that service delivery is in alignment with CSCL's Mission, Vision and Values;
- In consultation with the CEO, the Director of Operations will assign tasks and duties to Program Managers so as to meet the operational needs of the Society, its programs and those who receive services;
- Support, schedule and, where needed, facilitate team meetings inclusive of Managers, line staff and Senior Leadership.
- Conducts performance appraisals, sets goals and provides feedback for improvement for all Program Managers/Supervisors;
- As a member of the Senior Leadership Team, the Director of Operations understands the importance, value and purpose of corporate policies and procedures; thus, assists in policy development and implementation – inclusive of manager and line-staff education;

- Works collaboratively with Program Managers to ensure that all programs operated by CSCL are in alignment with internal policies, procedures and protocols along with policies, regulations and expectations of external sources such as: funders, health authorities, WorkSafeBC, collective agreement(s), labour laws, etc.;
- Plans, and where needed, facilitates employee development and/or team building opportunities for members of the Leadership Team and program delivery employees;
- Assists in the full contract life cycle inclusive of proposal writing, program development and implementation, referral management and required reporting;
- Assists in community education and/or public relations;
- Under the direction of the CEO, assists in the management of the annual operating budget;
- Represents the Senior Leadership Team when working with front-line staff, persons served and their families;
- Other related duties as directed by the CEO.

## Qualifications:

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### **Education, Training and Experience:**

- Five years of executive/senior leadership experience preferably in the Social Service Sector;
- Though **not** required, a degree in social work, human services and/or a health-related field is preferable;
- Two to three years' experience in Staffed Residential Services;
- Previous experience with Behaviour Support Plans and/or direct services for those with Complex needs;
- Knowledge of CARF standards and how they are applied to direct service delivery.

### **Job Skills and Abilities:**

- Excellent oral, written, and interpersonal communication skills;
- Demonstrated teamwork, leadership and supervisory skills;
- Well-developed planning, organizing, and administrative skills;
- Strong technological skills and knowledge are required;

- The ability to work with and understand the Community Care Licensing Regulations;
- The ability to supervise members of CSCL's Leadership Team through mentorship, empowerment and coaching;
- The ability to work through conflict in a constructive, educational and proactive fashion.

**Additional Information:**

The ability to function independently, and frequently under pressure, while managing multiple concurrent projects, tasks and deadlines including participating in, resolving and effectively managing stressful and emergency/crisis situations is an ongoing expectation.

Participation at meetings, conferences and other events may involve long work days, and/or evening and weekend work.

This position further requires the ability and willingness to work on-call, on a rotational basis, as required.

This position will require the use of a personal vehicle for business purposes – expenses incurred are reimbursed per corporate policy.

Maintains all employment related training and certifications as required by policy.

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