

Job Posting Director of Operations

Community Living Hamilton (CLH), a dynamic and vibrant organization that supports 1,600 adults and children with diverse abilities to thrive in the community, is seeking a **Director of Operations**.

ORGANIZATION PROFILE

With 330 employees and 100 volunteers, CLH is the region's largest multi-service provider for individuals with developmental disabilities such as Down Syndrome and Autism. We are dedicated to helping them achieve their full potential, be included in our community and, ultimately, build great lives.

This is an exciting time to join Community Living Hamilton. We have redefined our Mission, Vision and Values and are establishing a new strategic plan for the next three to five years. The Director of Operations will be in on the ground floor to help bring those values and ideals to life.

ROLE

We're looking for a **Director of Operations** who has experience in the public and/or not-for-profit social services sector and is familiar with the trends that shape it. We want to attract someone who shares our commitment to equity, diversity and inclusiveness and has the talent and drive to transform that passion into action.

Reporting to the Executive Director and as a member of the Senior Leadership Team, you will be a key player in developing and leading the organization's strategic directions and execution of the operating plan. As **Director of Operations**, you will be equal parts strategist, collaborator, leader, and problem solver. You will have primary responsibility and demonstrated experience overseeing the organization's busy and dynamic Human Resources and Labour Relations, Administration/Scheduling, Quality & Risk, Information Technology, and Property and Fleet Management and support growth and ensure optimization and operational efficiencies with regard to business and operational processes and systems.

PRIMARY RESPONSIBILITIES

To co-create, lead, and oversee the implementation of high-quality programs and services that positively impact the lives of individuals supported and the community and are responsive to our community's increased demand for services.

Human Resources Management/People Leadership:

- Oversight and ongoing review and evaluation of people management initiatives including hiring, onboarding, training, performance management, conflict prevention and resolution, wellbeing, and talent management.
- Mentor, empower and support the development of highly skilled teams.
- Uses change management skills and emotional intelligence to manage and resolve challenging interpersonal dynamics.
- Lead by example, promote, support and encourage a learning environment to foster a mindset of continuous improvement of programs.

- Work in collaboration with finance for ongoing review and evaluation of Scheduling and Payroll systems and processes, Group Insurance Plans, and Pension Plan programs.
- Develop collaborative and strategic relations between the union and CLH's leadership.
- Support the leadership team through education on the collective agreement administration and employee relations matters.
- Lead the collective bargaining process on behalf of the organization.

Quality Assurance, Risk Management, and Compliance:

- Ensure compliance with funder, legislative, and accreditation requirements.
- Monitor, update, and approve policies and procedures in collaboration with senior leadership.
- Provide oversight related to working with management to identify, address, evaluate and prevent operational challenges, including risk, within programs with effective and responsive strategies.
- Oversee and ensure the well-being of clients, staff, and volunteers through legislation and best practices in the area of human resources, occupational health & safety, and labour relations.
- Develop standards and promote activities that enhance operational effectiveness.
- Ensure that systems are in place to identify and manage risks by ensuring compliance with applicable legislation, regulations, contracts, and policies and procedures.
- Acts as the organization's privacy officer.

Enterprise/Organizational Risk Management:

- Ensure appropriate crisis management and resolution practices are in place and adhered to.
- Ensure employees comply with incident reporting, investigations, and the Organizational Risk Management program.
- Debrief following critical incidents/injuries to ensure that the corrective action taken will mitigate risk to staff, clients, and the organization in the future.
- Develop and maintain the organization's business continuity and disaster recovery plan and activities.

Information Technology:

- Lead a range of organization-wide projects related to technology designed to support overall agency goals and objectives (computer and information systems, security, communication systems)
- Ensure smooth delivery and operation of IT services by monitoring systems performance and security.
- Create processes and standards for selection, implementation, and support of systems.
- Ensure technology and information systems support operational and programming needs.

Operations/Scheduling/Administration:

- Ensure that the operations meet the expectations of its supported individuals and funding Ministry /partnering organization.
- Maintain contact for all vendors and work, supervise Property and Fleet Maintenance
- Oversight and ongoing review of Facilities and Vehicle Fleet utilized by the organization
- Oversight and ongoing review and evaluation of Scheduling and Administrative services supports, and processes.
- Ensure staffing levels are met in alignment with organizational need and within budget

QUALIFICATIONS

- University degree or its equivalent in Human Resources Management, Organizational Development, Social Sciences, Business Administration, Public Sector Management or related discipline.
- Minimum Ten (10) years of progressive management experience at a senior level leading multiple support disciplines.
- Minimum Five (5) years experience working in the public sector or not-for-profit or social services sector.
- Experience in a unionized environment with collective bargaining experience is required.
- Demonstrated knowledge of Federal and Provincial relevant legislation; such as ESA to the not-for-profit and public sector.
- Excellent leadership, planning, organizational, analytical, and problem-solving skills.
- Demonstrated ability to provide strategic advice and expertise to the leadership team.
- Excellent communication skills for interaction with staff, peers, board of directors, Ministry, and various stakeholders and the community.
- Proficient in the use of MS Office Suites; Word, Excel, Outlook, and PowerPoint, and human resource programs/software.
- Business acumen, including working with Key Performance Indicators and Metrics.
- Knowledge and skills to provide professional Human Resources, Information Technology, and Organizational Change Management guidance to management and employees.
- Provide and maintain an acceptable Criminal Record Check.
- Valid Ontario Driver's License; access to a reliable vehicle with insurance.
- CHRP or CHRL designation preferred.
- French language is an asset.

THE RIGHT PERSON FOR THIS ROLE WILL BE

- A strategic thinker who is also capable of end-to-end tactical execution
- Able to communicate a vision clearly, inspire others and delegate effectively to achieve results
- Not-for-profit experience, preferably with social service agencies
- Takes responsibility/co-ownership
- Systems focused
- Excellent oral and written communication skills
- Solution-focused
- Experience in cost-cutting and managing financial pressures in a large not-for-profit
- Excellent observation and deduction skills
- A collaborative partner for our organization's leaders and frontline staff alike
- A good negotiator with solid facilitation and conflict management skills
- A multi-tasker with the ability to be creative and problem-solve – able to execute under deadline pressure
- Committed to personal accountability
- A passionate advocate for inclusion in the community

If this describes you and you are interested in learning more about this role, we invite you to submit a resume and cover letter to:



Human Resources Department
Community Living Hamilton
humanresources@clham.com

Posting closes **August 18, 2024 at midnight**

Community Living Hamilton welcomes applications from candidates with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. To learn more about us, visit: communitylivinghamilton.com