

Formerly Abbotsford Community Services

JOB POSTING #2023-99-01

INTERNAL/EXTERNAL

Administration

Director, Operations

Wage: \$65.84 - \$74.11 per hour

Full time: 35 hours per week, Monday to Friday

Permanent

**Manage and Support Operations with the Administration team at Archway
Come Help Us Help People**

Location: Abbotsford, B.C.

Hybrid

Job Summary:

The Director of Operations in collaboration with the Director, Finance and Risk, provides leadership and overall direction to all of Archway's Administrative employees. This position reports to the CEO and works closely and collaboratively with other agency directors to ensure the integrity of Archway's mission, vision, and values. The Director of Operations also oversees the strategic development and risk management of all administrative systems and processes to maximize employee productivity as well as to maintain CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation. The Director of Operations directly manages the Associate Director, People and Culture; Manager, IT (Information Technology); Manager, Communications and Administrative Supports; and Manager, Philanthropy. The Director of Operations has signing authority and provides Board of Directors support when the CEO is absent.

Your Role:

Archway's Director, Operations with the Administration Program contributes by:

- Working with the Director, Finance and Risk and other agency leadership to develop, action and review agency risk management plans.
- Supporting the Director of Finance and Risk in the development and implementation of financial administration and control policies.
- Coordinating with the Director, Finance and Risk, and Administration Managers, as well as Program Directors to anticipate and mitigate operational (Admin and Program & Services) risks.
- Providing requested input for the Director, Finance and Risk updates to Directors and to Board of Directors regarding risk management.
- Supporting the CEO to coordinate, review, and lead the development and implementation of administrative supports required to complete the agency's strategic plan.
- Overseeing the business performance measurement process for Administration Services.
- Overseeing client data management (including CAMS).

- Overseeing and analyzing quarterly summaries of client accessibility issues and responses.
- Providing timely consultation to Administration services regarding their practices and alignment with CARF standards and agency values.
- Leading contact for CARF regarding ongoing communication, CARF compliance and accreditation survey schedule and survey completion.
- Overseeing the budget development and management of IT, Marketing and Communications, Philanthropy, People & Culture, and Central Support services.
- Overseeing the service delivery and service improvements of IT, Marketing and Communications, Philanthropy, People & Culture and Central Support services.

This position is a great fit for someone who has previous senior leadership experience with a strategic focus in a not-for-profit!

Our Offer

- Wage - \$65.84 - \$74.11 per hour.
- A full-time position at 35 hours per week, Monday to Friday.
- Benefits include:
 - Three weeks' vacation in your first year, four weeks' in your second year.
 - A great benefits package including extended health and dental, you choose your plan.
 - Employee and Family Assistance Program that includes online access to wellness resources.
 - A pension plan, Archway meets and beats your contribution.
 - Great in-house training opportunities.
 - Rewarding work in a positive environment.

Getting an Interview – you will be considered if you have:

- Bachelor's degree in Business Administration, Human Resource Management, Marketing and Communications, Information Technology Management or another equivalent administration focused discipline.
- Experience in a senior leadership role working with cross functional teams.
- Experience in a position responsible for assessing, tracking, and managing risks.
- Experience in a position responsible for strategic planning.
- Experience analyzing business measurements.
- Experience preparing for and leading the accreditation process in the social services sector.
- Experience reporting to a medium-sized not-for-profit board.

The Job Requires you to have:

- At least 10 years' experience in a senior leadership role working with cross functional teams.
- At least 5 years' experience in a position responsible for assessing, tracking, and managing risks.
- At least 5 years' experience in a position responsible for strategic planning.
- At least 3 years' experience analyzing business measurements.
- At least 3 years' experience preparing for and leading the accreditation process in the social services sector.
- At least 3 years' experience reporting to a medium-sized not-for-profit board.

- Knowledge of service delivery processes in Human Resources, IT, Marketing and Communications, Philanthropy and/or information/referral.
- Knowledge of agency level document management and record-keeping processes.
- Knowledge of BC (British Columbia) Employment Standards, BC Societies Act, Archway's policies and procedures, and other relevant policies and legislation, as required.
- Knowledge of provincial and municipal government contracts within the non-profit social service sector.
- Knowledge of strategic planning development, implementation, and evaluation.
- Knowledge of accreditation processes within the social service sector.
- A satisfactory criminal records check is a condition of employment.

Closing date is June 13, 2023

TO APPLY

Interested applicants are to reference **Posting #2023-99-01 in the subject line.**

Please submit your cover letter and resume to:

Email: jobpostings@archway.ca

Subject: Job Posting #2023-99-01

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with DO NOT FORWARD TO OTHER PROGRAMS, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

We invest in the mental health and wellbeing of our employees.