



## JOB POSTING – DIRECTOR OF OPERATIONS

This position is in Grande Prairie.

*Want to make a true impact on the lives of others? Passionate about leading a team that is dedicated to service excellence and growth? Interested in shaping an organization that is deeply rooted in the region? Then join us!*

Be the right hand of the Chief Administrative Officer (CAO), the Director of Operations is a critical role within our organization as it impacts the lives of residents through the strong leadership and motivation of team members.

### **You will impact in the following ways:**

- Plan, direct, and monitor the effectiveness of all operational activities within all housing sites
- Provide the oversight and support, to ensure all Key Performance Indicator targets are met within housing sites, as well as the needs of the residents following quality management, legislative requirements, and organization standards
- Support the CAO with implementing and managing internal and external changes that have an impact on the operations
- Manage the ongoing evaluation of Housing programs, by tracking, reporting, and evaluating relevant statistics, including the organization-wide Housing measurable outcomes
- Participate in the recruitment, labour relations, orientation, performance management, training, coaching, and other people management related functions
- Work with Housing Managers in the development of financial and budgetary plans
- Consult with CAO and management during housing project development to ensure that program designs and structures are appropriate to funding and contract requirements
- Liaise with AHS and ASCHA around regional practices and initiatives
- Stay current with legislation; interpret and apply appropriate changes to the operations at GSF
- Develop and maintain partnerships with various external stakeholders
- Perform other duties as assigned

### **What you possess:**

To be the successful incumbent, you are a visionary and pragmatic leader with superior communication and interpersonal skills. Your operations management effectiveness is demonstrated by previous success, such as managing multiple operational functions within the housing management, property, hospitality, or healthcare industry for at least 5 years.

Additionally, you have:

- Post-secondary diploma or degree in Business Management, Hospitality Management, Commerce, or another relevant discipline
- Experience with budget, operational plan development, and change management
- Strong working knowledge of the industry regulations and legislative guidelines (i.e. Alberta Housing Act, Person of Protective Care, Accommodation Standards, Supportive Living)
- Excellent computer skills: Microsoft Office, SharePoint, etc.
- Must possess strong business acumen and change management expertise; GSF entering into a phase of changes that this position will provide support to the success of the required changes
- Capable of dealing with all situations in a calm, compassionate, and honest manner
- Experience managing in a unionized environment and having familiarity with the COR program are great assets
- A genuine interest and empathy for people in need
- Must have a valid Driver's license, reliable own vehicle with proper insurance, and flexibility to travel between sites

**Working conditions:**

- This is a full-time position (37.5 hours per week), and the office is based out of our head office. However, you will frequently travel to different housing sites.
- To adequately perform the essential duties of this position, sometimes you will be required to work outside these hours.
- Understand “outbreaks” and their impact on senior housing, and vaccination requirements.
- GSF is a unionized environment with a strong COR certified health and safety program.
- We offer a great healthcare benefit and RRSP matching package.

**Interested in applying?**

Then we welcome you to send your **resume and cover letter** to [badabconsultinginc@gmail.com](mailto:badabconsultinginc@gmail.com) by midnight of **Feb. 24<sup>th</sup>, 2021**, with “Director of Operations” in the subject line. BadaB Consulting Inc. is our contracted HR service provider.

Three references with contact information will be required. The chosen final candidate will also be asked to conduct a police information check and a credit check.

*We are an equal opportunity workplace. We thank all applicants for their interest, however only those selected for an interview will be contacted.*