



## Employment Opportunity

# OPERATIONS MANAGER

Reference No. LS-OPE-MAN-0422

**PURPOSE:** Reporting to the Executive Director of Lalum'utul' Smun'eem, the Operations Manager is responsible for ensuring the efficacy of the agency by providing operational and technical expertise, administration and oversight. The Operations Manager fulfills a range of duties aimed at improving the agency's operations, service delivery and ability to meet the needs of children and families while working in compliance with the relevant policies and practices. This is a full-time permanent position that is required to work in the office, remotely, and with minimal travel.

### **RESPONSIBILITIES:**

#### Operational & Technical Management:

- Lead and develop frameworks and strategies for data and information management, tracking, and reporting.
- Track and review contracts with funders and provide support to the Executive Director in contract/funding negotiations.
- Develop, review, update, and maintain internal policies under the direction of the Executive Director.
- Develop templates and initiate procurement of contracts (both residential and non-residential) and provide operational liaison functions with agencies.
- Develop and update protocols between departments, with other Delegated Aboriginal Agencies, and/or service providers as required by the Executive Director
- Provide support and mentorship to aspects of the agency's operations at the direction of the Executive Director.
- Support the development of briefing materials and presentations for executives.
- Build and foster partnerships to ensure key collaborative priorities, and collective goals are achieved.
- Develop internal and external communications for Lalum'utul' Smun'eem.
- Support the Executive Director in negotiations with Provincial and Federal Governments for service expansion and/or proposal writing.
- Represent Lalum'utul' Smun'eem in committees as assigned by the Executive Director.
- Other related duties.

#### Administrative Staff Support:

- Ensure inter-departmental processes are maintained including review and approvals of timesheets for casual or term employees, employee leave record forms, and liaising with Finance and Human Resources as needed.
- Support program managers in ensuring Absence Incident reports (AIR) and leave forms for their employees are up to date.
- Other related duties.

#### Supervision of Staff:

- Provide consultation, leadership and support to maintain a motivated team capable of providing high-quality services to ensure the efficacy of the agency;
- Participate in recruitment and lead orientation of new team members; complete annual performance evaluations for all team members; approve leaves and training requests of team members; provide professional guidance and support to staff when professional concerns arise;
- Lead team meetings and debrief with staff regarding program activities;
- Ensure compliance of staff with all internal and external policies and procedures;
- Other related duties.

### **EDUCATION AND EXPERIENCE: *(please attach all required documents)***

- Bachelors of Social Work, Child and Youth Care, or related field is required;
- 10+ years' experience in the Child and Family Services field and a minimum of 5 years' experience in a management role is required;
- Delegation or eligibility for delegation is an asset;
- Experience in contract development and management, and budgets, tracking systems is an asset;

*Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Indigenous ancestry.  
We thank all applicants in advance but only shortlisted candidates will be contacted.*



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- Valid Class 5 BC Driver's License with a clean driver's abstract;
- Criminal Record Check with vulnerable sector required;
- Effective December 1, 2021: full vaccination against COVID-19 is required to be eligible for employment at Cowichan Tribes. Employees must show Proof of Vaccination as a mandatory condition of employment.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of relevant legislation, such as the Child, Family, and Community Service Act, AOPSI, and provincial, federal and international relevant legislation and rights documents;
- Knowledge of Cowichan culture, customs, and traditions with the ability to practice cultural sensitivity;
- Knowledge of systemic factors that affect Indigenous peoples;
- Knowledge of budget tracking and management;
- Excellent interpersonal skills with the ability to create and maintain respectful and professional working relationships;
- Excellent written, oral, and interpersonal skills;
- Well-developed organizational skills with the ability to multitask and meet deadlines;
- Tact, patience and the ability to cope with difficult and stressful situations;
- Pro-active planning, establishing priorities and time management;
- Ability to work in effectively in a multi-disciplinary environment with other staff, community members and service providers.
- Ability to orient, train and provide leadership and consultative support to staff;
- Ability to work independently and with limited direction/supervision.

*This position has a competitive salary that will be contingent upon experience and qualifications. Cowichan Tribes offers an excellent benefit/pension plan available after successful completion of probationary period.*

**HOW TO APPLY:** Interested applicants are invited to submit a current resume, a detailed cover letter and three references to Human Resources by email before the deadline with the Reference No. in the subject line of your email.

**Reference No. LS-OPE-MAN-0422**

Cowichan Tribes Human Resources Department

**Email: [resume@cowichantribes.com](mailto:resume@cowichantribes.com)**

**Website: <http://www.cowichantribes.com/employment>**

**Deadline: 4:00 p.m. Wednesday, May 25, 2022**