

### POSITION DESCRIPTION: DIRECTOR OF OPERATIONS

#### SECTION ONE: POSITION TITLE, REPORTING AND STATUS

Position Title: Director of Operations	
Reports to: Chief Executive Officer	Direct Reports: Sr Manager of Finance, Human Resources Manager, Manager of Program Excellence
Job Status: Full Time	Hours of Work: 37.5 per week
Effective Date: July 2022	Revision Date: April 2023

#### SECTION TWO: POSITION SUMMARY

The Director of Operations is responsible for providing successful leadership to the organization in the areas of human resources, marketing, communications and finance. This position is responsible for ensuring the implementation of systems that align with the organization's strategic direction. As a member of the Senior Leadership team, the director works collaboratively with internal and external stakeholders to advance the organization's mission, strategic and operational priorities.

#### SECTION THREE: DUTIES AND RESPONSIBILITIES

The key responsibilities of the Director of Operations comprise of the following:

##### **3.1 Resource to the Chief Executive Officer**

- (i) Inform the Chief Executive Officer of any relevant legislation, regulations and/or funder provisions that will have implications for the operations of the organization;
- (ii) Inform the Chief Executive Officer of human trends that will influence the overall performance of Umbrella Family;
- (iii) Prepare background information as required by the Chief Executive Officer in relation to the financial and human resources management of the organization;
- (iv) Attend meetings of the Board of Directors as requested by the Chief Executive Officer, and

##### **3.2 Compliance with Legislation, Regulations and Organizational Policies and Procedures**

- (i) Ensure compliance with applicable legislation, regulations and funder contractual obligations pertaining to Umbrella Family;
- (ii) Ensure compliance with the organizations policies and procedures and the collective agreement; and
- (iii) Inform the Chief Executive Officer of any areas of non-compliance with legislation, regulations, funder contractual obligations organization policies and procedures and/or the collective agreement.

##### **3.3 Risk Management**

- (i) Inform the Chief Executive Officer of situations that could create potential risk and liabilities for the Umbrella Family; and
- (ii) Implement the risk management plan of the organization, as required.

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### **3.4 Operational Management**

- (i) Participate in the development of an annual operational management plan in collaboration with the Chief Executive Officer;
- (ii) Oversee the financial and human resources processes of Umbrella Family in accordance with applicable legislation, organization policies and procedures, funder expectations and collective agreement;
- (iii) Oversee the development and implementation of human resources policies and procedures;
- (iv) Coordinate the collective bargaining process of the organization, which would include providing recommendations to the Chief Executive Officer and Board of Directors regarding union negotiations;
- (v) In consultation with the Chief Executive Officer, develop and implement an organization design that enables the organization to function effectively and efficiently to achieve its mission, vision, strategic and operational directions;
- (vi) Ensure that the practices, policies and procedures related to the financial and human resources processes of the organization are current;
- (vii) Ensure the organizational policies and procedures are implemented and that directly supervised employees received proper orientation and training to be informed of these guidelines;
- (viii) Build and maintain effective relationships with the management team, supervisory employees and directly supervised employees; and
- (ix) Lead and actively participate in management meetings.

### **3.5 Management Priorities and Outcomes**

- (i) In collaboration with the management team, determine the priorities and outcomes for the finance, human resources and quality assurance of the organization with the context of the strategic plan approved by the Board of Directors;
- (ii) Monitor and evaluate the results achieved in the areas of finance, human resources and marketing / communications against specified outcomes/indicators of success (as they are determined);
- (iii) Identify to the Chief Executive Officer any variances in performance from established outcomes and articulate the corrective action taken.

### **3.6 Human Resources Management**

- (i) Lead, coach, manage and mentor directly supervised employees;
- (ii) Provide professional guidance to directly supervised employees in the resolution of concerns and issues;
- (iii) Promote a positive, fair and learning environment within the organization;
- (iv) Review and revise job descriptions of directly supervised employees to accurately reflect the responsibilities, authority, accountability and qualifications;
- (v) Conduct probationary and annual job performance evaluations of directly supervised employees;
- (vi) Adhere to the processes that have been established for workplace violence harassment and unethical conduct complaints from directly supervised employees in an effective and timely manner;
- (vii) Provide oversight to ensure that the recruitment, selection, orientation, development processes are implemented for directly supervised employees;

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- (viii) Ensure that directly supervised employees' complaints are responded to in an effective and timely manner;
- (ix) Implement disciplinary action for directly supervised employees according to the policies and procedures of the organization; and
- (x) Recommend the termination of any directly supervised employees to the Chief Executive Officer, when required.

### **3.7 Financial Management**

- (i) Direct the preparation of an annual operating budget and submit to the Chief Executive Officer for approval, with final approval from the Board of Directors, in accordance with legislative requirements and regulations;
- (ii) Authorize funding for expenditures within the approved budget(s) in the areas of human resources, finance and marketing/communications.
- (iii) Ensure and maintain appropriate insurance policies and coverage to adequately protect the human, information, physical and financial resources of the organization; and
- (iv) Monitor the financial stability and viability of the organization including any identified variances/issues and report to the Chief Executive Officer on a monthly basis.

### **3.8 Information Management**

- (i) Ensure appropriate protocols are followed to ensure that personal information of employees is protected and safeguarded according to applicable privacy legislation, regulations and best practices; and
- (ii) Provide oversight on the overall quality and accuracy of any applicable data collection.

### **3.9 Health and Safety Management**

- (i) Ensure that appropriate and safe working conditions exist to enable directly supervised employees to carry out their duties;
- (ii) Identify and address any identified health and safety issues; and
- (iii) Advise the Chief Executive Officer of health and safety issues that require a broader organizational response.

### **3.10 Communications Management**

- (i) Maintain regular communications with the Management Team as well as directly supervised employees; and
- (ii) Implement the Crisis Communications Plan, as directed by the Chief Executive Officer

### **3.11 Community Relations Management**

- (i) Develop and maintain a positive and effective working relationship with community partners of the Umbrella Family;
- (ii) Build partnerships with any applicable provincial associations; and
- (iii) Foster an organizational culture that is rooted in integrity.

### **3.12 Representation of the Organization**

- (i) Represent Umbrella Family in external meetings as assigned by the Chief Executive Officer;

### **3.13 Professional Development**

- (ii) Participate in a performance evaluation process conducted by the Chief Executive Officer and follow up on any stated actions and/or goals; and

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- (iii) Attend professional development opportunities recommended by the Chief Executive Officer to enhance overall management knowledge and/or performance.

### SECTION FOUR: AUTHORITY

The Chief Executive Officer delegates authority to the Director of Operations to:

- (i) Make hiring, compensation, performance management and disciplinary decisions for directly supervised employees;
- (ii) Provide leadership and manage their responsibilities within the established and applicable organizational policies, strategic priorities and performance outcomes;
- (iii) Manage the Operational processes of the organization in an effective and efficient manner;
- (iv) Sign cheques in accordance with the organizations financial policies and procedures; and
- (v) Interpret and implement the policies and procedures of the organization.

### SECTION FIVE: ACCOUNTABILITY

The Director of Operations is accountable to the Chief Executive Officer to:

- (i) Exercise leadership within a changing context;
- (ii) Ensure that any applicable legislation, regulations and organizational policies and procedures are not violated;
- (iii) Ensure that financial and human resources responsibilities are delivered within the approved budget;
- (iv) Ensure that directly supervised employees have the proper support, supervision, orientation and training to carry out their responsibilities;
- (v) Ensure a safe, healthy and productive work environment;
- (vi) Maintain a harmonious working relationship with staff of Umbrella Family;
- (vii) Provide reliable and timely information to support the management decision-making processes of the organization;
- (viii) Ensure that the organization is perceived by the community in a positive manner; and
- (ix) Minimize any risks and legal liabilities to the organization.

### SECTION SIX: QUALIFICATIONS

The minimum qualifications for the Director of Operations are as follows:

#### **6.1 Education, Professional Designation and Certification Requirements**

- (i) Bachelor's degree (or equivalent) in Business Administration or a related field is required;
- (ii) CHRL certification is considered an asset;
- (iii) Certificate in Not-for-Profit Leadership would be considered an asset;

#### **6.2 Experience, Knowledge and Skill Requirements**

- (i) Ten (10) years of senior management experience and seven (7) years of people management experience;
- (ii) Experience working in a not-for-profit organization;
- (iii) Experience working within a unionized environment;
- (iv) In-depth knowledge of applicable legislation and regulations, to carry out job responsibilities;

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- (v) In-depth knowledge and skill to provide professional expertise and guidance in regard to human resources;
- (vi) Working knowledge of budget planning and financial responsibility;
- (vii) Advanced written and verbal communication skills, with strong relationship building and influence skills;
- (viii) Effective and well-developed interpersonal skills;
- (ix) In depth knowledge of MS Office Suite is preferred, including Word, Excel and Outlook.
- (x) Confident and consistent decision-making skills;
- (xi) Resourcefulness and flexibility to meet the needs and the demands of the position;
- (xii) Ability to work independently and as a team member to achieve outcomes and meet deadlines; and
- (xiii) Ability to balance demands and priorities and to manage effectively.

### **6.3 Competencies and Judgment**

- (i) Manage in an ever-changing and evolving environment;
- (ii) Use professional judgment on a daily basis;
- (iii) Handle emergencies, crises and hostile behaviour;
- (iv) Maintain control in difficult and frustrating situations;
- (v) Accommodate competing demands;
- (vi) Communicate orally and in writing with colleagues and professionals;
- (vii) Make effective group presentations; and
- (viii) Maintain confidentiality.

## **SECTION SEVEN: WORKING CONDITIONS**

The working conditions for the Director of Operations are as follows:

- (i) The position is primarily performed in an office environment, with an occasional need to attend work at childcare centres;
- (ii) Regular requirement for multi-tasking, simultaneous multiple urgent demands and / or work requiring attention to detail, subject to frequent, regular interruptions or peak periods requiring an accelerated work pace or deadlines;
- (iii) Seldom exposure to uncomfortable, challenging and hazardous conditions such as dust, noise, odours, driving in inclement weather / poor road conditions, verbal or physical conflict, aggression or abuse, etc.;
- (iv) Frequent requirements for manual dexterity / coordination for computer use; Frequent requirements for light physical exertion, such as sitting, standing, walking and operating office equipment; No requirements for heavy physical exertion, including the ability to lift up to 25 lbs (e.g. lifting a child, moving a heavy box of office supplies);
- (v) Regular requirement for low-intensity mental, visual or aural concentration for such activities as reading, inputting data, taking notes; Occasional requirement for high intensity mental, visual or aural concentrations such as analysing large volumes of data, listening to calls / presentations or face – to face interactions of a more complex nature;
- (vi) Salaried / Hourly position based on 37.5 hours/week, Monday to Friday. Availability to work a flexible schedule to meet the needs of the organization is required.
- (vii) This position is required to be on-call.

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### SECTION EIGHT: INTERNAL AND EXTERNAL RELATIONSHIPS

The Director of Operations will maintain regular contact with the following:

#### **Internal Relationships**

- (i) Chief Executive Officer: To liaise closely to develop Umbrella Family's operational plan, and to achieve goals to sustain the organization's values; to report on progress and receive direction as needed (Weekly);
- (ii) Human Resources Manager: To provide oversight and leadership; to provide coaching, feedback and performance management, to provide approvals (Weekly);
- (iii) Sr Manager of Finance: To provide oversight and leadership, to provide coaching, feedback and performance management, to provide approvals (Weekly);
- (iv) Management Team: To collaborate on the organizations operational goals and objectives; (Weekly);
- (v) Board of Directors: To provide updates regarding strategic and operational initiatives (Monthly); and
- (vi) Union: To maintain a positive working relationship (Monthly).

#### **External Relationships**

- (i) Benefit Provider: To negotiate annual service contract; questions regarding coverage; collaborate regarding communication and training as required (monthly);
- (ii) Insurance Provider: To negotiate annual insurance contract; questions regarding coverage; and
- (iii) Regulatory Authorities: Audits (As required)

### SECTION NINE: EMPLOYMENT CONDITIONS

Specific employment conditions of the Director of Operations include the following:

- (i) Satisfactory Police Reference Check for the Vulnerable Sector;
- (ii) Medical clearance indicating free from Tuberculosis and up to date immunizations; and
- (iii) Valid Ontario Driver's License, Insurance and Reliable Transportation.

*This job profile provides an overview of the minimum requirements of the position and does not include all of the duties inherent, included or associated with the job or with the performance of the job. The Leadership Team reserves the right to make changes to the job profile as it sees fit to meet the needs of the organization.*