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OPPORTUNITY PROFILE | Operations Manager

Location: Rimbey, Alberta

RIMBEY FAMILY & COMMUNITY SUPPORT SERVICES

Mission:

Building a resilient community with quality preventive, client centred, safe and caring programs.

Vision:

People are safe, secure, content, and healthy in their community.

Values:

Strategic, Supportive, Safe, Secure & Solution focused - We are forward thinking with intention to be client focused with our programs.

Efficient, Effective & Ethical - We consistently review and measure our programs to maintain efficient, effective, and ethical practices.

Responsible, Resilience & Results - By identifying needs, we believe we will build a resilient community.

Values, Visionary, Valid & Variety - We provide services that are compassionate and caring to the community.

Informed, Inclusive, Innovative & Individualized care - We support our community with caring, informed, and individual services.

Caring, Compassionate, Community, Communication & Celebrating success - Through communication, compassion and caring we meet the community needs.

Ever changing, Enthusiastic & Economical - Through enthusiastic teamwork, we can celebrate our successes and have fun.

THE OPPORTUNITY

Reporting to the Executive Director, the Operations Manager is responsible for overseeing the day-to-day administrative and financial functions of the agency. This includes supporting the Executive Director in all aspects of program development, service delivery and financial reporting. The Operations Manager oversees an annual budget of approximately \$2.4 million and a staff of over 45 employees at the Rimbe Family & Community Support Services (FCSS) office and the Rimbe Community Home Help Services (CHHS) office. This position is located in the FCSS Rimbe Office.

KEY ROLES & RESPONSIBILITIES

- Responsible for the day-to-day supervision of employees and volunteers.
- Participate as a liaison person with the community.
- Actively participate in community committees and special events.
- Work with the Executive Director and Program Coordinators to ensure effective utilization of employees and volunteers.
- Identify when to make referrals to other community agencies.
- Oversee the submission of monthly client, employee, and financial reports to the Society of the Rimbe Community Home Help Support Services.

- Collaborate with the Executive Director in determining community needs, and planning programs to meet those needs.
- Assist the Executive Director in preparing the annual budget.
- Actively participate in agency Succession Planning.
- Support the Executive Director in monitoring annual budget, staff expenditures and monthly financial reports.
- Support the Executive Director in developing material for monthly board meetings.
- Attend board meetings and other agency or professional meetings, as necessary.
- Complete or delegate reports to the Province & other funders as required.
- Ensure that annual and other required financial reports are completed and submitted on time.
- Support the Executive Director in the development of strategic and business planning for the agency.
- Work with Executive Director to research, develop and initiate operating policies and procedures for FCSS.
- Work with the Executive Director and Health Care Programs Coordinator to ensure the agency has appropriate policies, procedures, and strategic and organizational plans in place to maintain accreditation standards for service, quality improvement, safety, and risk management.
- Maintain a high level of understanding and awareness of community development trends through ongoing assessment and appraisal.
- Develop strong key partnerships and collaborative linkages with local and provincial government, community agencies and local groups.
- Maintain a high level of awareness of FCSS core services and FCSS services delivery.

THE PERSON

QUALIFICATIONS & EDUCATION REQUIREMENTS

- Diploma or degree in Human Services, Business Management or Community Development.
- Understanding of non-profit and charity laws.
- Demonstrated understanding of social policy issues in the field of human services
- Demonstrated understanding of community development practices and program design.
- Practical understanding of board governance and non-profit management.
- Extensive experience in a leadership role pertaining to social or human services agencies. A leadership role in a related or similar discipline will be considered.
- This position does require a flexible work style and the ability to work various hours as required.

KNOWLEDGE, SKILLS & ATTRIBUTES

Leadership Skills – Ability to lead, coach and motivate others involved in program delivery. Demonstrates an open and inclusive leadership style.

Visionary – Ability to formulate and articulate a detailed vision for the organization and effectively communicate the organization’s expectations.

Strategic Leadership – Ability to look at the “big picture” while still attending to details; proven success in strategic thinking and planning; ability to translate operational priorities into action and lead change.

Adaptability – Ability to adjust to changing environment, schedules, and priorities accordingly.

Communication Skills – Open and straightforward style with all audiences and an ability to communicate effectively with all stakeholders; candid and respectful with everyone. Possesses strong written and verbal communication skills and presentation abilities. Strong public relations skills including public speaking and media relations.

Relationship Building - Ability to develop and strengthen positive and productive collaborations and relationships with organizations and individuals both internal and external to the organization including employees, funders and volunteers. Establishes credibility and respect and builds strong working relationships.

Team Player/Teamwork – Demonstrated success leading a team; talks openly with others; establishes expectations; holds self and others accountable; supports group decisions; shares credit; builds enthusiasm for goals; resolves conflict appropriately; collaborative.

Problem Solving & Judgment – Ability to assess options and implications to identify problems and solutions. Ability to make decisions and provide direction on complex and emerging issues that may have political, community, or administrative implications.

Technical Literacy – Understands technology and is proficient in use of computers with advanced knowledge of Microsoft Office.

Organizational Skills - Ability to work on numerous projects and coordinate multiple activities. Meets deadlines and can prioritize a diverse workload. Has well-developed project management skills. Can plan, manage, facilitate, and participate in numerous projects at once. Is proactive and responsive; approaches responsibilities with a high degree of energy and passion.

COMPENSATION

A competitive compensation package will be provided including an attractive base salary and benefits. Further details will be discussed in a personal interview.

FOR INFORMATION, PLEASE CONTACT

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