

Director, Operations

Full-time, permanent

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Position Information

Job Title:	Director, Operations
Program/Department/Team:	The Jean Tweed Centre
Reports to:	Executive Director
Date Completed:	September 2024
Status:	Full-time/ Permanent
Union :	Non- Union

Position Purpose

The Director, Operations is responsible for overseeing the efficient and effective operation of the Centre, across multiple facility sites. This role involves strategic planning, operational management, and leadership to ensure high-quality service delivery and alignment with the Centre’s mission.

The role has ongoing and seasonal requirements for the oversight of cleaning, preventive maintenance, repairs and security of the premises. Coordination of trades and contractors, Health and Safety and a wide range of supply management needs.

Does this sound like you?

You are an “all-in” team player whose practical experience reflects the requirements of the position. As a proven, confident professional, you communicate with clarity and consistency and possess high emotional intelligence that lets you relate to a variety of audiences in a way that is meaningful and inspiring to them. You are empathetic, able to create healthy boundaries and a good listener who is quick to build trust with internal and external partners. Most importantly, you offer the technical skills and accountability that are essential to achieving the goals of the centre and our operations. A flexible and hands-on leader who can collaborate and communicate in a fast-paced, diverse, community-based environment with a commitment to serve and team work.

Key Responsibilities

Strategic Planning:



- Collaborate with the Executive Director and senior leaders to develop and execute the organization's strategic plan.
- Monitor operational performance and identify areas for improvement to enhance overall efficiency and effectiveness.

Quality Assurance and Compliance:

- Ensure all facilities adhere to relevant regulations, standards, and accreditation requirements.
- Develop and implement quality assurance processes to maintain high standards of care and service.

Stakeholder Engagement:

- Build and maintain strong relationships with community partners, stakeholders, and external vendor organizations.
- Represent the organization in a respectful manner, always advocating for the organization's mission and services it delivers to its clients.
- Work with landlords, Finance, and senior leadership on maintenance costs and contracts.
- Liaise with external providers, such as city services, for maintenance and inspection purposes.
- Liaise with vendors to ensure competitive bids and manage ongoing maintenance needs.

Operational Management:

- Operational policies and procedures, ensuring compliance with organizational standards and regulatory requirements.
- Develop, implement and update and create written operational procedures and protocols related to building services and suppliers.
- Oversee residential properties and administrative office spaces, including coordinating maintenance and projects.
- Ensure proper health and safety, including regular maintenance of equipment and contracts at all sites.
- Coordinate cleaning and pest control services, and support supply chain needs.
- Coordinate the organization's safety and security systems with senior leadership and contractors.
- Participate in Health and Safety Committees as assigned.
- Handle on-call responsibilities
- Flexible to travel across sites and hours of work

Organizational:

- Manage and maintain documentation and accurate records, including using technology systems.
- Conduct responsibilities with a commitment to harm reduction, trauma-informed, women-centered, and anti-oppressive practices.



- Adhere to the Occupational Health and Safety Act, and report incidents immediately to the direct supervisor or Executive Director.
- Abide by the policies and procedures of The Jean Tweed Centre.
- Provide customer service in all interactions, ensuring no conflict of interest.
- Respect and maintain professional boundaries with others, work collaboratively, and celebrate shared successes.
- Demonstrate accountability by following through on commitments and supporting inclusion, equity, and diversity.
- Commit to continuous learning through professional development and applying new skills.
- Maintain privacy and confidentiality at all times under the requirements of the organization.

Qualifications

- Diploma from a Community College with a preference in Property Management Designation (CPM, AIHM, CIH), Designated trade along with a combined with a minimum of five years' experience in Social Housing Administration or Property Management.
- Familiarity with non-profit health services and community residential care
- Physically able to complete tasks that require you to lift a maximum 25lbs, 50lbs assisted.
- Joint Health & Safety Committee (JHSC) and First Aid Certification is preferred.
- Broad maintenance knowledge of residential and commercial buildings.
- Strong technical skills includes Microsoft suites, computer and data base skills
- Competent in maintaining accurate records, invoices etc.
- Managing and supporting budgets with Finance Department.
- Maintain required certifications
- Must have a reliable vehicle, valid G driver's license and vehicle insurance

Ready to apply?

Submit your cover letter and resume: peopleandculture@jeantweed.com

We thank all applicants, however, only those being considered for an interview will be contacted. If selected to participate in the recruitment and selection process, please inform People and Culture at the above contact of the nature of any accommodation(s) that you may require in respect of any material or processes used to ensure your equal participation. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. We welcome all qualified candidates to apply, but Canadians and Permanent Residents will be given priority.