

Alzheimer Society of British Columbia

The Alzheimer Society of British Columbia (the Society or ASBC) is a partner member of the Alzheimer Society Federation and the local go-to resource for knowledge on dementia and current research. The Federation is a network of 11 provincial partners that are legally independent from one another but have a common mission and a shared brand and program model.

ASBC recruited a new Chief Executive Officer (CEO) in 2020 with a mandate to modernize the organization, develop and deliver new programs and services, and extend its reach. Last year, a new hybrid model of programming was launched that provides greater access to services to the approximately 85,000 people who are living with dementia in BC. A new organizational structure was recently developed, which resulted in elevating the previous Director of Operations position to a Chief Operating Officer (COO) role.

Chief Operating Officer

The COO will work closely with the CEO and other senior leaders to implement and operationalize strategies to ensure execution of the Society's overarching strategic plan. They will lead a number of high impact projects such as implementing a learning management system. Operationally focused, they will continually evolve and optimize ASBC's internal infrastructure, systems, and processes to ensure the organization supports the increased need for programs and services as those living with dementia increase.

Overseeing much of the day-to-day functions of the organization, this role ensures optimal efficiency, productivity, and programming. The COO is responsible for the overall management and tactical oversight of: Facilities, Volunteer Services, Human Resources (HR) and Information Technology (IT). The COO also serves as the Society's Chief Privacy Officer, ensuring compliance, adherence and support relating to federal and provincial privacy, security, electronic transactions, and protection of related matters. With a strong focus on the Society's mission, this position leads and supports the continuous improvement of all processes within their assigned portfolio and provides support across the breadth of the Society with regards to process improvement. They will work as a team player representing assigned functions at the senior leadership table.

Requirements

Key Experiential Requirements

- Post-secondary degree in a relevant field; post graduate work in not-for-profit management would be considered an asset
- 8- to 10-years of progressively senior management experience, preferably in business-to-consumer or community service-oriented not-for-profit settings
- Previous experience with diverse operational oversight that includes, but is not limited to facilities, HR, IT, and volunteer services

Competencies, Skills, and Attributes

- Quickly learns and assimilates complex information involving unfamiliar situations and circumstances
- Analyzes, explains, and draws logical conclusions based on data from multiple sources
- Demonstrates strong critical thinking skills
- Applies original thinking in approach to the job responsibilities and other processes, methods, systems, and/or services
- Engages in responsible dialogue and brainstorming to develop new ideas and unique solutions to problems
- Communicates in a clear, concise, and timely manner using effective tools and techniques to share information internally and externally
- Is sensitive to the communication levels required by varied audiences, and is able to adapt accordingly
- Identifies purposes and objectives, assesses situations, and makes decisions while exhibiting judgment and a realistic understanding of issues
- When appropriate, involves others in the process
- Uses reason even when dealing with emotional topics
- Provides rationale for decisions; evaluates results
- Proven people management and coaching skills

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