

## DIRECTOR, OPERATIONS

Dementia affects over 560,000 Canadians with experts suggesting this will increase to over 2.2 million by 2031. The Alzheimer Society of B.C. is an innovative not-for-profit organization supported by passionate volunteers and managed by engaged, creative and forward-thinking leaders. The Society raises approximately \$9 million annually to design and deliver cutting edge programs and supports to assist people affected by Alzheimer's disease and other dementias. With a clear vision and mission, the Society is perfectly positioned for meaningful and relevant growth.

### About the position

The newly created position of **Director, Operations** will work closely with the CEO and other senior leaders to implement and operationalize strategies that ensure excellence in the execution of the Society's overarching strategic plan. With a strong focus on the Society's mission, this position leads and supports the continuous improvement of all processes within the assigned portfolio. The incumbent will work as a team player representing assigned functions at the senior leadership table. To start, the Director will be responsible for the overall management and tactical oversight of Programs & Services, Facilities and Volunteer Services. Additionally, this position will act as an internal complement to the CEO's outward-facing responsibilities.

### Responsibilities/Accountabilities

- Oversees effective daily operations for all assigned portfolio areas.
- Establishes a province-wide, operational framework and infrastructure to support planning, service delivery and management of all physical, human and budgetary resources within portfolio.
- As a critical member of the senior leadership team, the Director assists with the organizational strategic direction, offers suggestions for operational efficiencies and supports peers to ensure overall organizational success.

### PROGRAMS AND SERVICES:

- Focusing on client-related programs and education delivery, ensures all programs, the First Link® service model, physical wellness programming and client and familial support programming, are well managed and responsive to client needs.
- Ensures a solid balance of rural and urban services as well as culturally-appropriate service delivery modalities to the many diverse communities the Society supports.

### VOLUNTEER MANAGEMENT:

- Ensures province-wide volunteer services provide strong support to achieving the Society's vision and mission.
- Supports all aspects of the volunteer management function, including, but not limited to, recruitment, training, engagement, management and administration.

### FACILITIES:

- Maintains appropriate oversight of all the Society's offices, facilities and operational contracts.
- Ensures consistent application of core building and operational support services across all provincial offices.

## About you

As a truly great, hands-on collaborative leader, you are interested in having a positive and meaningful impact on people affected by Alzheimer's disease and other dementias. You thrive in fast paced, dynamic environments and are passionate about working with a management team and program staff to support the organization and strengthen its service delivery and capacity. You are a critical thinker who appropriately challenges cultural norms as needed and excels in multi-stakeholder environments that are ever changing.

## Experience/Skills/Education

- University degree in a relevant field; post-graduate work in health, not-for-profit management or social work preferred; Project Management Professional preferred.
- A minimum of eight years of progressively senior management experience, preferably in the health-care field supporting programming and services for people with significant medical and health concerns.
- Previous experience managing a diverse operations portfolio including the functional areas of programs and services delivery, volunteer management and facilities.
- Strong business acumen as demonstrated through the leadership and implementation of effective business and strategic planning processes, development of new business models and successful operational strategies.
- Proven experience developing successful working relationships with Board of Directors and member-based committees would be an asset.
- Exceptional leadership skills with a commitment to collaboration, joint-accountability and strong relationship building.
- Proven success developing strong and collaborative teams with a positive, proactive and engaging leadership style.

## How to apply

If this sounds like you, we would love to hear from you. Please email your cover letter and resume in a single word or PDF file to **Shannon Okun** at [shannon@reimaginehr.ca](mailto:shannon@reimaginehr.ca), **being sure to include the position title in the subject line. This posting will remain open until filled.**

We kindly ask that applications be sent by email only — no fax or mail applications, please — and request that you do not phone. Due to the high number of applications we receive, only applicants who are selected for an interview will be contacted.

We sincerely thank all applicants for their interest in the Alzheimer Society of B.C.