

TITLE: Operations Manager
DEPARTMENT: Programs
CLOSING DATE: September 15 2023
HOURS: 40 scheduled hours a week
COMPENSATION: \$70,000

POSITION DESCRIPTION SUMMARY:

The Operations Manager is responsible for the oversight, management and leadership of multiple programs and teams across the organization. The Operations Manager champions teamwork amongst each program while managing each program to its mandate while championing the mission, vision and values of the YWCA Lethbridge & District.

DUTIES AND RESPONSIBILITIES:

1. Facilitate informed decision making through operational coaching and mentorship
2. Oversee the health of the programs budget, completing regular profit and loss analysis' and ensuring responsible program resource utilization.
3. Respond to operational challenges and assist staff with solutions, relief and guidance
4. Provide effective leadership to a cohesive team, creating a positive work environment, promoting staff and participant wellbeing, responding to second level grievances and conflicts
5. Oversee the orientation and training of all new team members, as well as tenured team members
6. Provide recommendations for policy changes and improvements, based on industry standards and challenges to promote program evolution
7. Oversee the completion and submission of incident reports
8. Champion and promote staff wellness programs and initiatives
9. Ensure data integrity and complete monthly, quarterly and annual reports
10. Advocate for program mandates within the community, while championing the YWCA's mission vision and values
11. Lead as a subject matter expert in program specific policies and procedures
12. Collaborate with the Executive Leadership Team
13. Other duties as relevant and assigned

QUALIFICATIONS:

1. Diploma or Degree in Human Services or Business Administration
2. Demonstrated strong leadership capabilities
3. Operations management experience
4. Standard First Aid/CPR or ability to obtain within the first 3 months of employment.
5. Criminal Record Check and Child and Youth Intervention Record Check

Resumes and cover letters are to be sent directly to Human Resources for consideration at HR@ywcalethbridge.com
