



Giving Hope Today

EMPLOYMENT OPPORTUNITY

The Salvation Army

Ontario Great Lakes Division

Job Title:	Director of Operations	Competition #:	N/A
Department:	Residential Services	Position Type:	Permanent, full time
Salary Range:	\$60,000 per annum	Date posted:	June 7, 2018
Location:	Thunder Bay	Posting Expires:	June 20, 2018

APPLICATIONS ACCEPTED BY:	
E-mail: ong_tbayadmin@can.salvationarmy.org Or Fax: (807) 345-0409 Attention: Employee Relations Department Please no phone calls.	Mail: The Salvation Army Thunder Bay CARS Attention: Employee Relations Department 545 N. Cumberland St Thunder Bay, ON P7A 4S2

JOB DESCRIPTION

RESPONSIBILITIES
 Direct all aspects of functional operations, in accordance with the mission and values of The Salvation Army, including:

- Residential Services Front Desk Operations
- Building Services (janitorial, laundry and vehicles)
- Food Services (residential dining operations)

Develop, plan, maintain, and monitor all aspects of operations; develop and implement new strategies to meet changing needs
 Plan, develop, and revise policies, protocols, and day-to-day operating procedures for all areas in compliance with government, private funders and Salvation Army standards including accreditation requirements
 Maintain and promote effective working relationships and communications with vendors and community partners
 Has input into and/or participates in the preparation of the budget; adhere to the ministry unit's budget in compliance with operating and administrative guidelines; may authorize and monitor some financial transactions; has input into new policies and procedures pertaining to the management of financial resources.
 Prepare qualitative and quantitative reports as requested; develop quality assurance standards and measurements
 Engage in ongoing strategic planning to ensure programming reflects clients' needs
 Monitor and ensure staff safety practices complies with health and safety standards, and ensure that incident reports are submitted and acted on as required.
 Work with the Executive Director to ensure that the Thunder Bay C.A.R.S meets contractual, legal and internal accreditation requirements.

Health and Safety
 In cooperation with the Employee Relations Advisor:

- Monitor staff safety practices in compliance with health and safety standards, and prepares, submits and acts on incident reports; provide calming intervention as required ensuring the safety of everyone.
- Monitor compliance with health and safety legislation, may provide advice, make recommendations and improvements, and assist with the development of company policies/guidelines/handbooks as it relates to health and safety.
- Ensure that the measures and procedures prescribed (OHSA) are carried out in the workplace and that every reasonable precaution is taken for the protection of the worker and workplace.
- Ensure that proper procedures are followed in the event of a workplace injury or illness, conducting incident investigations when required.
- Responsible to report any serious infractions or problems in accordance with policies

Participate in the supervision of Early and Safe Return to Work plans where applicable.
 Responsible to maintain a level of competency and understand Sections 25 and 26 of the Occupational Health and Safety Act (OHSA)
 Responsible to work in compliance with the Ontario Health & Safety Acts and Regulations
 Responsible to work in a manner as required by the employer and use the prescribed safety equipment
 Joint Health & Safety Committee management member
 Participate in all Health & Safety related accidents and injury investigations.
 Maintain upkeep of Safety procedures:
 Fire Drills ; Monthly Inspections of fire equipment; First Aid Kits ; Alarm System inspection ; Fire extinguishers ;Kitchen stove and ducts; Smoke detectors
 Ensure that the upkeep and maintenance of the Security and Fire System is maintained as necessary.

Human Resources
 Participate in hiring, orientating, training, evaluating, disciplining and terminating in consultation with the Executive Director or designate and the ER department.
 Conduct regular supervision with supervisory and non-supervisory; complete regular performance evaluations and appraisals with staff
 During shift, provide support and supervision of staff concerning crisis intervention, anger management as required to ensure the safety of residents and staff; responds to resident grievances and supervise staff completing agency security checks.
 Provide support in recording resident/client, staff grievances as necessary and consult appropriate manager
 May schedule staff in accordance with contracts and operational standards verify timesheets for payroll purposes; deal with complaints
 Responsible for completion and update of employee position descriptions and job duties for those supervised.
 Ensure that all employees maintain any mandatory training or certification; identify any training needs
 Identify staff training requirements and make recommendations regarding staff development for those supervised.
 Lead staff meetings and resident house meetings, including drafting the agenda and approving minutes.

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world. Each position contributes to the mission of The Salvation Army.



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Property

Coordinate the receipt of quotations from contractors and the allocation and completion of work in consultation with the Executive Director; monitor the use and maintenance of equipment.

Conduct inspections of facilities and equipment to ensure all hazardous areas are documented and repaired as required
Maintain property, facility and attached systems, security, heating, air condition, fire, telephone, computer etc.; maintain electrical, plumbing, windows, doors, roofing, siding, driveway etc.

Perform other position related duties as assigned.

Qualifications & Competencies:

Completion of a University Degree (e.g. B.A.) or equivalent education preferably in social services.

Completed a Certificate in Food Services Management would be a definite asset.

Minimum of five (5) years of prior related experience including: experience in facilities management, specialized social service management, business management, budget controls, supervising/managing people, managing resources and communicating orally and in corresponding with suppliers and community partners.

Institutional or residential experience is a definite asset.

Knowledge of Workplace Safety & Insurance Board, Ministry of Labour and ESA

Must have ability to communicate effectively, possess, and exercise good interpersonal skills by displaying tact, courtesy, and patience with residents, staff, visitors, and volunteers.

Must be computer literate and proficient with MS Office and its component programs

Self-motivated and disciplined. - Demonstrated experience in logistics

Familiarity or hands-on experience working with the population involved; human services experience is an asset.

Superior presentation and facilitation skills and ability to present training in a clear concise and comfortable manner

Well-developed interpersonal, and relationship building skills; ability to establish rapport and excellent communication with vulnerable clients, community stakeholders, staff and volunteers.

Able to effectively complete multiple tasks, set priorities and meet deadlines and responsibilities.

Ability to work independently and cooperatively with staff, volunteers, and clients in a culturally diverse environment.

Ability to lift/move 25 lbs.

Respect and work effectively with individuals of diverse culture, socioeconomic, and ethnic backgrounds.

Serve as an effective role model.

Build Relationships, Communicate Effectively, Creative/Innovative, Foster Teamwork, Organize and Plan, Think Strategically and Solve Problems

Lead: Positively influence others to achieve results that are in the best interest of the organization.

Make Decisions: Assess situations to determine the importance, urgency, and risks, and make clear decisions, which are timely, and in the best interests of the organization.

Adaptability: Demonstrate a willingness to be flexible, versatile, and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.

Behave Ethically: Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization.

Valid Ontario Class "G" Driver's License, provide an original copy of current driver's abstract that is satisfactory to The Salvation Army, in its sole discretion, is required

Provide a current original copy of a Background Check that is satisfactory to The Salvation Army, in its sole discretion. The screening is secured either through the national Canadian Police information Centre (CPIC) or through a local police detachment.

Be able to obtain clearance through the Enhanced Reliability Screening through Corrections Canada.

First Aid/CPR and Non-Violent Crisis Intervention training required or willing to obtain.

Immunization for Hepatitis B and Tuberculosis screening.

Support for and an understanding of the mission and purpose of The Salvation Army in Canada.

NOTE: Alternative combinations of education and experience may be considered

Schedule may vary due to the requirements of position responsibilities, which may include some work outside of regular schedule, particularly on some weekday evenings and weekends.

This position is considered a management position for the purposes of the Employment Standards Act of Ontario and as such is not covered by various ESA rules, including but not limited to those related to hours of work, daily and weekly rest periods and overtime compensation. Salary is based on average minimum weekly hours of 40 per week and hours worked are compensated through the annual salary amount. Local travel is required. Participate in on-call duties.

Interested applicants must respond in writing with a cover letter and resume

We thank all applicants, however, only those candidates to be interviewed will be contacted.

The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.

Internal Applicants, please advise Department Heads of your intentions prior to submitting your application.