

# **SIGN – The Society for the Involvement of Good Neighbors**

**Invites applications for 1 (One) full-time permanent**

## **Director of Operations**

**Beginning July 2, 2019**

SIGN is a family and community service agency, which develops and delivers services to enhance the quality of life for individuals and groups in the Yorkton area. SIGN is looking for a permanent Director of Operations, who will primarily be responsible to direct the overall daily program operations of the organization. This position is part of the management team and fulfills some of the duties of the Executive Director during periods of absence. This is a permanent full time position commencing July 15, 2019.

Under the direction and guidance of the Executive Director, the Director of Operations, will ensure the day to day operations are managed smoothly and effectively by working closely with Program Managers. This position will assist with the creation of organization-wide policies and procedures. This role will also develop and implement both short and long-term tactical and strategic plans in accordance with organizational goals and objectives.

Duties Include:

- Monitor organization performance against established goals
- Assess workflow processes to improve efficiency, productivity, accuracy and organizational compatibility
- Maintain evaluation measures for program areas, implement program evaluation processes and analyze results
- Assist in the on-going review of organization policy and procedures to ensure positive employee experiences and safe workplaces
- Ensure the services that are offered are consistent with the mandate of the organization
- Provide critical review and feedback on the operations of the organization's programs and present recommendations and solutions to the Executive Director
- Provide effective leadership skills, with a strong focus on mentoring and motivation of an employee base of professionals
- Develop and maintain positive and effective relationships both within SIGN and within the community
- Display initiative to get work done effectively and efficiently
- Initiate and provide, where appropriate, leadership in the community to develop public and funder awareness of specific issues affecting the clients served at SIGN
- Oversee both union and non-union environments
- Research and recommend professional development programs for staff
- Develop and monitor, in consultation with Program Managers, staff training needs to ensure effective support and fiscal responsibility
- Assist in the development and control of the annual budget and long-term financial plans
- Work with Program Managers to assist with the recruitment process for identified vacancies
- Ensure appropriate job posting are developed and posted as required
- Ensure appropriate Contracts of Employment, Letters of Offer and required paperwork is completed and submitted to SIGN Front Desk Lead in a timely fashion
- Provide supervision, evaluation and support to individuals and programs that report to this position including the completion of annual performance appraisals
- Serve as Employer Co-Chair for the SIGN on Broadway OH & S Committee
- Work closely with the Building Manager and SIGN Maintenance Manager to address OH & S issues
- Serve as a member of the OH & S investigation committee with a view to correcting any deficiencies

Qualifications:

- A post-secondary degree at the Bachelor or Masters Level in Social Work, Education, or other Human Service related field. An equivalent combination of work experience and education that is acceptable to the Board of Directors will be considered.
- Clean criminal record and vulnerable sector check
- 35 hours per week is considered full time with the ability to work a variety of hours

Certification(s) in any of the following would be considered an asset:

- OH & S
- Violence Threat Risk Assessment (VTRA)
- Trauma Informed Practice
- Human Resources
- Conflict Resolution
- Leadership

Experience

- A minimum of five years experience with demonstrated knowledge and professional practice of skills in business management or human services management
- Experience in program management, human resources management, service development, administration, and program evaluation required
- Experience with budget preparation and management
- Proven experience with resource management
- Experience with coaching and development of management-level employees
- Experience with strategic development and initiative-based project leadership
- Demonstrated experience in coordinating strategic and engagement-planning initiatives

Send resumes with covering letter complete with at least 3 references to:

Andrew Sedley, Executive Director  
83 North Street  
Yorkton, SK S3N 0G9  
Phone: (306) 783-9409  
Fax: (306) 786-7116  
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Closing date for applications is 5 pm, May 15, 2019. Only those short-listed for interviews will be contacted. We thank all those who apply for their interest.