

GENERAL INFORMATION

Title: Director of Operations

Classification: 40 hours/week (Remote)

Reports to: Executive Director

Reports: Team Leads, Communication Specialist, Resource Coordinator, Indigenous Practice Advisor, Training Coordinator

Salary range: \$80,000-\$95000 annually, depending on experience, plus robust benefits package and matching RRSP

POSITION SUMMARY & PURPOSE

The Director of Operations is a key contributor to the overall success of FSI, with a focus on managing teams who inform communities across the province about the organization and its mandate, support and recruit volunteers and build capacity among all people (families, self-advocates and community partners alike) involved in the disability community. This position is responsible for the management of the Team Leads, Communications Specialist, Resource Coordinator, and Indigenous Practice Advisor. This role also provides shared oversight of the Volunteer network with the Team Leads.

RESPONSIBILITIES

Leadership & Management

- Contributes to overall organizational success, keeping the best interests of families, staff and the organization at the forefront always
- Ensures, along with the Executive Director, compliance with CARF Accreditation standards
- Promotes and upholds FSI vision, mission, and beliefs, and ensures team members are aware of/work within the goals of the strategic plan and FSI's guiding principles
- Participates as a collaborative member of the FSI Management Team
- Develops and upholds department operating policies, procedures and processes
- Proactively supports and effectively manages direct reports, including hiring, orientation, leave management, performance management and professional development; provides ongoing coaching, mentorship and guidance

Core Responsibilities

- Follows and stays within budget set by the Executive Director, reporting as requested to the ED
- Works closely with the Executive Director to ensure compliance with and reporting for CARF accreditation
- Review MCFD and CLBC contract obligations with the ED and working collaboratively to ensure all obligations are met each year
- With the Executive Director, develops semi-annual and annual MCFD and CLBC reports and develops (as requested) reports for Training Weekend, or other training related activities
- Participates on local and/or provincial committees to represent the interests of families and FSIBC and/or delegate these roles to the regions
- Participates in special projects at the request of the ED (e.g. database update project)

Regional Network Coordinator (RNC) Management & Oversight

- Supports the Team Leads to engage and provide oversight to the RNC team, including but not limited to RP engagement and recruitment as well as community partner engagement
- Ensures RNC staff have all the necessary materials to do their jobs, and are equipped and supported to engage in their regions in an ongoing capacity with RPs
- Ensures Team Leads supply RNCs with all RP processes to ensure the effectiveness of the volunteer network and office management; delegates administrative duties as necessary
- Ensures RNCs are current in processes for RP recruitment, orientation, screening and mentorship
- Ensures RNCs regularly track gaps in RP network
- Ensures RNCs regularly engage with RPs in their respective regions and consistently offers them opportunities to participate in Community Partners interactions and presentations

Family Support Team and Resource Parent (RP) Network (Volunteers) Oversight

- Responsible for liaising with the developer of new database to ensure it meets needs of the organization.
- Responsible for the oversight of and all information, ensuring that all processes are efficient, streamlined and understood by staff; delegates administrative duties as necessary
- Develops and updates processes to ensure an active and engaged network of volunteers
- Engages with the RP Committee and Diversity Committee

Training (Workshops/Training Weekend/ Learning Explorations/ Family Hangouts/Summer Institute)

- Ensures staff have all necessary materials to do their jobs, and they are equipped and supported to engage with other team members and stakeholders to ensure in person and online training needs are being met throughout BC
- Provides oversight of Training Weekend for FSIBC and ensures that staff are supported to execute it; attends Training Weekend and supports as required
- Provides oversight of Summer Institute for Inclusive Learning for FSIBC and ensures that staff are supported to execute it; attends Summer Institute and supports as required
- Works directly with Team Leads to support staff in determining the training needs of the RPs and to coordinate those training events locally or online, each year
- Ensures staff are regularly reviewing FSI workshop materials and informing the ED when upgrades and/or adaptations are required to existing workshops to reflect current issues, needs and best practices

Communication/Marketing

- Creates, follows, updates a fulsome communication plan
- Ensures Communication staff have all necessary supports in place to effectively do their job, and communication needs are being expressed to and from all staff across all programs
- Ensures relevant information is being communicated to all staff and volunteers individually and in group emails to keep the network informed on issues pertinent to them and their skill development
- Ensures Communications staff are managing all communications channels and platforms, communicating respectfully on behalf of FSI, and consistently meeting all the needs of FSI
- Looks at innovative ways of marketing FSI to meet a broader audience
- Supports Communication team to stay balanced in all communication, demonstrating our mission, vision and values to support all families in the work we do
- Writes and/or supports the creation, approval and distribution of News Releases

INDIGENOUS PRACTICE ADVISOR (IPA)

- Support the IPA to strive for cultural competency across the organization, and to ensure that the Family Support Institute is consistently applying our commitment statements to all the work we do
- Oversee a cultural competency, diversity and inclusion plan and training plan that incorporate Indigenous Cultural Competency, with involvement of the IPA
- Supports the IPA to develop and maintain relationships with Indigenous communities, partners and families around BC in a culturally safe and trauma informed manner
- Support the IPA to maintain a volunteer Indigenous Advisory Circle; receive recommendations from the IAP via the Indigenous Practice Advisor

LEGACY WEBSITES

- Work with the Resource Coordinator to ensure that all Family Support Institute legacy websites (findsupportBC, mycommunityBC, mybookletBC, transition timeline) are all meeting the needs of families in BC
- Ensures these websites have the technological support needed to maintain privacy, and functionality
- Supports the Resource Coordinator to prepare and present sessions throughout BC on these sites, and seek feedback for improvement

External Relations

- Works alongside the Executive Director on all liaisons with government agencies
- Liaises with MCFD and ensures RNCs liaise with MCFD Directors of Operations
- Liaises with CLBC and ensures RNCs liaise with CLBC Directors of Operations, Managers and local offices as needed
- Liaises with Ministry of Education and ensures RNCs liaise with school districts as needed
- Ensure all themes regarding children/youth/adults and their families are reported and tracked regularly, and strategies to respond to these issues are developed in conjunction with the Executive Director
- Ensures Team Leads are supporting RNCs to liaise with the Directors of Early Years that are within their regions
- Stays current on issues of concern for families, and relevant supports are available to offer support, guidance and resources for families in BC through the FSI office and supports advocacy initiatives relevant to themes represented by individuals and families
- Obtains and maintains knowledge in disability supports in BC to effectively refer families to these supports and services in their communities
- Establishes positive and effective working relationships with families, community groups, funders, volunteers, and other stakeholders

Other Duties

- Carries out other related duties as required

REQUIRED QUALIFICATIONS

Education, Training and Experience

- Relevant post-secondary education in programs management, social services, or a minimum five years' experience at a similar level of responsibility
- OR: an equivalent combination of education and experience.

Knowledge, Skills and Abilities

- Demonstrated understanding of and commitment to FSI's vision, mission, and beliefs
- Understanding and working knowledge of Smartsheet
- Demonstrated ability to manage complex information and workload while meeting timelines and standards
- Experience with Accreditation standards and reporting to CARF.
- Extensive knowledge of supports services and resources for families of a child with a disability (any age, any disability, provincial level knowledge) or complimentary skill set
- Ability to deal with sensitive issues in a tactful and respectful manner
- Self-starter, able to work independently and in groups, demonstrated ability to collaborate effectively
- Excellent verbal and written communication and comprehension skills, including presentation skills
- Strong interpersonal skills with the ability to build, facilitate and maintain relationships with employees, partners, families, and the public
- Demonstrated ability to work with initiative, professionalism, using sound analytical and problem-solving skills
- Ability to use appropriate technological resources
- Ability to write clear internal policy, procedure and process
- Ability to write formal reports, grant applications
- Ability to manage and evaluate staff performance as needed
- Ability to manage staff schedules (workday accountability, time off)
- Ability to resolve conflict professionally

PREFERRED QUALIFICATIONS

The following qualifications would be an asset to this position:

- Experience in the not-for-profit or public sector

WORKING CONDITIONS

This position must be flexible in terms of daily/weekly work hours (extended or varying), with tasks often being of a sensitive, urgent and/or time-sensitive nature. This is a remote (work from home) position, but some provincial travel will be required.

This position description outlines the key responsibilities for the role and is not meant to be exhaustive. The activities, responsibilities and obligations of this position may be modified from time to time, through discussion between the Executive Director and the team member to effectively meet the requirements of Family Support Institute of BC.

To apply, please email your resume and cover letter to Angela Clancy, Executive Director at aclancy@fsibc.com by April 14, 2025, 12:00pm.

Only shortlisted candidates will be contacted.

