



About Us

Community Builders is a growing non-profit housing provider based in Vancouver which strives to offer a superior level of service, housing and support to the most underserved and vulnerable members of our communities. With 20 years of expertise in Vancouver's urban core area, specializing in multi-residential housing acquisition and operation, community development; support for persons with physical health, mental health and addictions issues; property management; emergency housing provision; and social enterprise development. Community Builders utilizes a bottom-up development approach that empowers participants to find their own paths to wellness. Community Builders supports inclusive environments which allow participants to achieve their personalized goals and operate housing centers that are safe and supportive.

Job Summary

Community Builders is looking for an experienced operations leader to join the senior leadership team and drive excellence in our programs and services. The Operational Director is responsible for overseeing staff operations at a portfolio of Community Builders Group's supportive housing and shelter sites in Vancouver. The ideal candidate is proactive and innovative, has extensive experience in providing and overseeing quality housing programs, is a supportive and inspiring leader, and has the ability to engage and bring people together to achieve exceptional results

Job Type: Full-time, Permanent

Reports To: Executive Director

Position Title: Operational Director

Direct Reports: Operations/ Program Managers

Functions & Responsibilities

- Responsible for the overall effective operations of the designated housing portfolio.
- Participate in the development, implementation and evaluation of all corporate strategic goals and objectives as a member of the leadership team.
- Collaborate with the members of the leadership team to establish program direction for Community Builders Group, ensuring adherence to the organization's overall service delivery objectives and priorities.
- Ensure the development and delivery of high-quality programming and outcomes that are consistent with Community Builders Group's mission, values, policies, and procedures.

- Promote and champion Community Builders' values and philosophy of support, empowerment, inclusion and openness for management, staff and residents.
- Support and understand the low barrier housing mandate and how it affects regulatory compliance, and strive to work within this balance.
- Support a culture of continuous quality improvement by measuring and evaluating service delivery outcomes and proposing and implementing enhancements.
- Create, maintain, and oversee systems and processes to ensure effective management of the daily operations of the Housing and Shelter Sites.
- Monitor and manage program budgets, grants, and reporting requirements.
- Provide guidance to Operations managers to ensure appropriate interactions with participants (trauma-informed, participant-centered, culturally appropriate, etc.), consistent with Community Builders' mission, vision and values.
- Work with the Operations Managers to ensure the site meets all health and safety guidelines and regulations.
- Attend Community Advisory Committee (CAC) meetings and meet with other stakeholders and partners as required.
- Hire, mentor and support the development of the managers and staff in the portfolio.
- Develop a strong understanding of the roles and positions in the portfolio, and supervise management to deliver job performance at required levels. Address people issues as needed in collaboration with Human Resources.
- Work with Operations Managers to ensure buildings are in compliance with City of Vancouver, Vancouver Fire Department and Community Builders' own standards, and provide relevant feedback to staff. Communicate with 311 (City of Vancouver), maintenance team and Senior Property Manager in the event of an emergency and/or for any outstanding issues.
- Participate periodically in the on-call rotation to support and oversee appropriate after hours response for managers and for urgent operational matters, and keep ED apprised of all urgent items or assistance needed.

Education, Training & Experience

- A bachelor's degree in a related health discipline from a recognized post-secondary institution plus five to seven years experience in housing service operations including five years in a supervisory/ leadership capacity. or an equivalent combination of education, training and experience,
- Experience leading and managing people in a unionized environment is an asset.
- Experience in and knowledge of the Downtown Eastside community, including its services, networks, issues, and policies.
- Strong interpersonal, communication, and presentation skills with the ability to professionally connect with and influence a diverse group of individuals
- Advocate for and apply principles of justice, equity, diversity, and inclusion, and belonging in all aspects of their work.
- Current First Aid and CPR certification.

Skills & Abilities

- Strong leadership abilities
- Solutions-focused, strengths-based approach to leading and managing people.
- Strong analytical and problem solving skills.
- Excellent verbal and written communication skills
- Proven ability to manage finances and budgets
- Exceptional interpersonal skills
- Ability to build relationships with stakeholders and partners
- Ability to create and implement operational processes
- Ability to independently plan, organize, manage and control a high volume of activities

Compensation and Work Environment

- This is a non-unionized, full-time position.
- Compensation will be within the stated range, commensurate with experience and ability.
- Excellent health and welfare benefits plan, with premiums fully employer-paid.

Salary: \$90,000.00-\$105,000.00 per year

Benefits:

- Casual dress
- Company events
- Dental care
- Extended health care
- On-site gym
- Paid time off
- RRSP match
- Vision care