



Chief Operating Officer

Shelter Nova Scotia, located in Halifax, is a well established not for profit charitable organization governed by a volunteer board of professionals and operated by skilled employees on seven sites. We are at a crossroads leading to a time of significant growth.

We are searching for a person to be the right-hand to the Executive Director, a Chief Operating Officer (COO). As a member of the Executive Management Team, the candidate will possess strong leadership skills and the ability to approach their work with strong business acumen while using a social justice and social profit lens. The COO will lead our team of high-performing professionals to be further efficient, productive, and effective. The ideal candidate has extensive management, leadership, and executive experience.

Our Vision

A community without judgement with spaces and places for people to belong.

Our Mission

To provide a place to stay and services to promote stability for marginalized individuals.

Summary

Reporting to the Executive Director the COO is responsible for overseeing the day-to-day operation of the organization. Working with internal directors responsible to oversee and strengthen human resource practice, finance, building maintenance, and the operations of our 4 sectors (Shelter Services, Housing, Community Corrections and Community Outreach). Working independently and/or in a team focused on commitment to ethical behaviour, best practice and promoting professional interactions with colleagues, community partners and all stakeholders.

Vision for the Position

The Chief Operating Officer will provide leadership, support, direction, and vision to the operational, reporting and people systems, working to ensure financial strength and operational efficiency for the organization. The COO will contribute to the overall strategic direction and business planning of the organization. Direct reports will include Directors of Shelter Services, Community Corrections and Housing, Director of Human Resources, Accounting Manager, and Director of Operations and Special Projects. Collaborating positions will be the Director of Practice and Development, and Director of Communications and Community Engagement.

Objectives of this role

- Collaborate with Executive Director and Director of Practice and Development in setting and driving organizational practice vision and frameworks, operations strategy, and hiring levels.
- Collaborate with Executive Director and Director of Communications and Community Engagement to enhance community education, fundraising and volunteer contributions within the organization.

- Translate strategy through coaching and mentoring into actionable steps for growth, implementing organization-wide goal setting, performance management, and annual operations planning.
- Oversee operations and employee productivity, building a highly inclusive and diverse culture that ensures team members can thrive and that organizational goals are met.
- Ensure effective recruiting, onboarding, professional development, performance management, and retention.
- Ensure compliance with federal, provincial, and municipal government/business regulations and take appropriate action when necessary.

Responsibilities

- Implement existing strategies and plans that align with the short and long-term objectives of the Executive Director and the Board of Directors.
- Create and further develop plans and strategies in tandem with the Executive Director and Board of Directors
- Work with individual department/sector heads to monitor and support their work, not only ensuring each function stays on track to meet its goals, measuring and monitoring team and groups behaviors but also making sure each department understands its role in relation to the other departments and the organizations mission including:
 - Human Resources, Finance, Operations and Special Projects, Information Technology.
 - Service sectors which include Community Outreach Programs, Shelters, Housing and Community Corrections
- Analyze internal operations and identify areas for process enhancement, to further develop organization wide standards.
- Build and maintain trusting relationships with all stakeholders including service users, employees, board members, donors, funders, government, and community colleagues.
- Implement and monitor performance data systems and take corrective measures when necessary and prepare detailed updates and forecasts.
- Ensure the organization has the resource to fulfill their respective mandates including training, people, and operational requirements.
- Create and maintain a forward-looking operating plan, keeping in mind changes to the housing and transition requirements of the community and demands that will come to the organization.



- Further develop and implement a facilities management plan including maintenance upgrades, safety and compliance and financial requirements. Ensure the short term and medium-term capital plan is always updated and evolving.

Required skills and qualifications

- Degree in business administration or commerce with a concentration in accounting or finance or equivalent combination of education and experience or
- Degree in Social Sciences or Social Work, relevant experience such as human services, social services, healthcare, or a combination of education and experience is required
- Twenty or more years of experience in executive leadership roles
- Excellent leadership, coaching and mentoring skills, with steadfast resolve and personal integrity
- Understanding of advanced business planning, compliance, and regulatory issues,
- A unique mix of business, finance, operations, and management expertise, plus proficiency to develop and systems policies, and procedures.
- Solid grasp of data analysis and performance metrics
- Ability to diagnose problems quickly and foresee potential issues
- Comfortable under pressure especially in emergency situations
- Ability to obtain the Child Abuse Registry check and/or Government of Canada Personnel Screening

Hours of Work

40 hours per week

Salary

\$110,000 to \$130,000 annually

To Apply

Anyone who is interested in the position is asked to review the full job description and e-mail a letter expressing your interest and suitability for the position, as well as an updated resume to **opportunities@shelternovascotia.com**. Please include “**Chief Operating Officer**” in the subject line. The closing date for this position is 8:00pm Sunday June 4th, 2023.