

JOB POSTING

Location: Vancouver, BC / Remote. Must be eligible to work in Canada.
Job Title: Director, Operations
Schedule: Flexible, Full-time (37.5 hours per week)
Type: Temporary (21-month maternity leave position)
Term: Mid January 2023 to Mid October 2024
Compensation: Hourly (\$33-41 per hour dependent upon experience)
Closing Date: October 31, 2022

Sanctuary Mental Health Ministries equips the Church to support mental health and wellbeing. We provide resources that meaningfully engage the topics of faith and mental health. Our content is developed in collaboration with theologians, psychologists, and people with lived experience of mental health challenges. These resources prepare communities of faith around the world to raise awareness, reduce stigma, support mental health, and promote mental wellbeing.

Since the release of our flagship resource in 2018, we have seen our global audience grow exponentially. *The Sanctuary Course* has been viewed by over 200,000 people in more than 65 countries to date, and we anticipate that these numbers will continue to increase rapidly. This growth has led to a demand for contextual, accessible resources—including multiple requests for translations of *The Sanctuary Course*.

JOB SUMMARY

Sanctuary is looking for a senior leader for maternity leave coverage to, with the CEO, guide the organization strategically through a dynamic season of growth. If you have an operations background, a strong understanding of and proven experience with change management, and a passion for people-first culture, we would like to meet you. Though this posting is for a temporary period, our intent is to begin a relationship that transitions into a permanent fulltime position.

The Director, Operations is primarily responsible for providing leadership of organizational culture and holistic sustainable pacing through strategic plans and financial oversight. In addition, the Director, Operations is key in establishing best practices as Sanctuary continues to welcome its UK and US charities into the fold. The Director, Operations reports to the CEO, and directly supervises the Director, Communications, Director, Programs, Data Systems Manager, and Operations Manager. This role leads the leadership team with the CEO and relates with the board as the primary developer and collaborative implementor of organizational strategies.

Our organization's values include: practicing compassion, cultivating hope, building relationships, pursuing excellence, and demonstrating integrity. If you share these values and the job description below matches your career goals, we hope you will apply; applicants from diverse backgrounds are encouraged to apply.

DUTIES

Operations

- In collaboration with CEO and leadership team, develop a strategic plan for operational activity and organizational growth
- Develop, implement and manage operational plans, priorities, and policies, co-leading the leadership team (Directors) with the CEO
- Build, inspire, and develop a strong and united team of staff by sustaining an efficient organizational structure, creating an environment that enables staff to excel, effectively delegating work, and implementing effective policies and practices
- Analyze operations performance and identify areas requiring improvement
- Give oversight to an integrated creative strategy and operational activities including communications, marketing, digital, and resource management, and creative partnerships

Finance, People and Culture, and Compliance

- Oversee Sanctuary's finance operations, ensuring wise decision making around finances
- Oversee budget preparation and monthly financial assessments
- Oversee financial performance to ensure budgetary commitments are met
- Oversee People and Culture activities including maintenance of employment and contractor agreements, personnel records
- Oversee and contribute to the development, evaluation and improvement of People and Culture policies and procedures
- Lead and protect Sanctuary's culture as it aligns with the organization's values and beliefs
- Promote and ensure proper training and development for staff including individual professional growth plans
- Ensure that all reporting employees adhere to Sanctuary policies and procedures
- Review draft memoranda, correspondence, policies, reports, proposals, job descriptions, policies, and other employment documentation
- Ensure compliance to federal and provincial requirements (ie. filings, record keeping and retention)
- Lead recruitment and performance management for staff in collaboration with department directors and managers

Administrative and Infrastructure

- Establish the overall vision for the implementation of the internal operations and working relationships with Sanctuary UK and US
- Analyze operations performance and pace and identify areas requiring improvement
- Oversee Sanctuary's technology systems, applications, website, hardware and software
- Across all areas of work, oversee and contribute to annual operations calendars and manuals
- Other work such as creative partnership project leadership or engagement activities may be assigned based on time, interest, and skills

APPLICANTS MUST HAVE

- Eligibility to work in Canada
- Ability to work remotely
- Undergraduate degree in business administration, commerce, operations management, or at least three years of experience in a related role, theology and/or finance an asset
- Proven experience in a similar leadership/managerial role, People and Culture an asset
- Excellent interpersonal skills and a collaborative management style
- High level of integrity, confidentiality, and accountability with intrinsic motivation
- A well-defined sense of diplomacy, including solid negotiation and conflict resolution skills
- Knowledge of employment standards and compliance implications of charity status
- Demonstrated experience creating and implementing effective organizational policies, procedures, systems, best practices, and objectives
- Strong understanding of finance and budgeting
- Excellent verbal and written communication skills with great attention to detail
- Sound analytical thinking, planning, prioritization, and execution skills
- Ability to lead and work collaboratively within a team setting
- Experience with board management and collaboration, and a comprehensive understanding of non-profit governance
- Strong initiative and accountability
- Exceptionally organized and detail-oriented, while maintaining flexibility and adaptability

APPLICANTS SHOULD BE

- Comfortable working in a faith-based environment
- Willing to affirm and sign a written statement of faith in agreement with Sanctuary's theological alignment (the Apostles' Creed)

Please note our office is not wheelchair accessible.

HOW TO APPLY

Qualified candidates should send a single document that includes a cover letter that clearly states how your skills align with this opportunity and a one-page resume. In the subject line write: "Director, Operations – application attached".

Send application to careers@sanctuarymentalhealth.org. Candidates who meet posting and application requirements will be acknowledged.

Please visit www.sanctuarymentalhealth.org for more information about our organization.