



JOB POSTING

Location: Vancouver, BC / Remote. Must be eligible to work in Canada.

Job Title: Operations Manager (Maternity Leave Coverage)

Schedule: Flexible, Full-time (37.5 hours per week)

Compensation: Salary (\$58,000-60,000 annually, dependent upon experience)

Contract Term: November 2023 - January 2025

Expected Start Date: November 2023

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 250,000 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*.

Sanctuary is looking for someone to provide maternity leave coverage as our Operations Manager to oversee our behind-the-scenes. If you have operations management experience, a strong understanding of finance and budgeting, and a passion for efficient workflows, we would like to meet you.

JOB SUMMARY

Sanctuary is looking for an individual who will be responsible for providing strategic leadership for the organization's overall financial and operations functions. The Operations Manager, under the direction of the Director, Operations will effectively manage the development and directions of the operational team to drive growth, productivity, and a high level of satisfaction among our donors and users.

The Operations Manager will be responsible for day-to-day operations, managing the organization's HR (People and Culture) and Health and Safety, and participating in the creation of annual organizational and program budgets. Working with leadership and board, the role also contributes to the development and implementation of organizational strategies, policies, and practices. The Operations Manager directly supervises administrative staff.

Please note that this is a maternity leave coverage contract.

SANCTUARY MENTAL HEALTH MINISTRIES

PO Box 20147 Fairview, Vancouver, BC V5Z 0C1 | 778-836-4673 | www.sanctuarymentalhealth.org

Charity Patron: The Archbishop of Canterbury, Justin Welby

DUTIES

Operations:

- Implement and manage operational plans
- Analyze operations performance and identify areas requiring improvement
- Communicate targets, goals, and projects with team
- Collaborate with other departments
- Across all areas of work, manage and contribute to annual operations calendars and manuals

Finance, HR, and Compliance:

- Manage Sanctuary's finance operations, ensuring day to day visibility and wise decision making around finances
- Budget preparation and monthly financial assessments
- Monitor financial performance to ensure budgetary commitments are met
- Manage annual audit and T3010 charity return
- Manage HR activities including employment and contractor agreements, maintaining up-to-date files of personnel records
- Manage and contribute to the development, evaluation, and improvement of HR policies and procedures
- Promote and ensure proper orientation, training, and development for staff
- Ensure that all reporting employees adhere to Sanctuary policies and procedures
- Draft memoranda, correspondence, policies, reports, proposals, job descriptions, policies, and other employment documentation
- Ensure compliance to international, federal, and provincial requirements (ie. filings, record keeping, and retention)
- Assist with recruitment and performance management for operations and administrative staff
- Lead Health and Safety initiatives
- Lead Operations Team meetings

Administrative and Infrastructure:

- Manage Sanctuary's technology systems, applications, website, hardware, and software
- Maintain, administer, and train staff on effective use of platforms and systems
- Contribute to the development and implementation of new or improved administrative policies and procedures as appropriate
- Assist in the development of repeatable processes, together with implementation of supporting systems, designed to ensure best practices
- Manage coordination of weekly team meetings

Other Duties/Expectations

- Participate in team meetings

- Complete tasks in a timely and accurate manner
- Provide constructive feedback
- Other work 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
- Proven experience in a similar leadership and/or managerial role, HR 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, conflict resolution, and people management 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
- Proficiency with Quickbooks Online and Microsoft Excel an asset
- Excellent verbal and written communication skills with great attention to detail
- Sound analytical thinking, planning, prioritization, and execution skills

APPLICANTS SHOULD BE

- Comfortable working in a faith-based environment

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: "Operations Manager – 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.