

# JOB POSTING

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

Job Title: Operations Manager

Schedule: Flexible, Part-time (30 hours per week)

Compensation: Salaried, based on \$28-31/hr

Closing Date: November 24, 2023

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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 260,000 people in more than eighty countries to date, and we anticipate that these numbers will continue to increase rapidly.

## JOB SUMMARY

Sanctuary is looking for maternity leave coverage to manage our operations. 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.

The Operations Manager is primarily responsible for managing Sanctuary's day-to-day operations, the organization's People and Culture (HR), and organization systems. Working with the leadership team, this role also contributes to the development and implementation of organizational strategies, policies, and practices. In addition, the Operations Manager is key in enacting best practices as Sanctuary continues to welcome its UK and US charities into the fold. This role reports to the Director, Operations and works closely with the Finance Officer. This role directly supervises the Administrator/Bookkeeper.

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

People and Culture

- Build Sanctuary's team culture through managing team meetings, assisting with planning the annual Sanctuary team retreat (usually in September), managing team celebrations, and other culture-building initiatives
- Manage all administrative aspects of Sanctuary's People and Culture including:
  - Process payroll for the Sanctuary team
  - Administer performance reviews (probation and annual) for the Sanctuary team
  - Support the recruitment process by drafting job descriptions, preparing contracts, ensuring all required documentation is completed, and liaising with other departments to post jobs
  - Organize and manage onboarding for new employees and contractors
  - Organize offboarding for employees
  - Manage Health Spending Accounts
  - Manage employee health benefits and pension administration
  - Manage documentation for employee leaves
  - Maintain employee records
  - Manage annual T4s and ROE filings
- Manage Sanctuary's health and safety training and initiatives

#### Operations, Compliance, and Administration

- Supervise the Administrator/Bookkeeper
- Manage and update the Team Handbook as our policies and procedures develop
- Manage Sanctuary's CCCC membership and complete CCCC annual compliance reviews in collaboration with Finance Officer
- Manage BC Societies Registration
- Manage annual insurance renewal
- Manage some internal team communications, including holiday closures, team meeting schedules
- Manage access and administration for Sanctuary software and systems, with a focus on accountability, transparency, and security
- Manage Sanctuary's file storage and backups in compliance with CRA requirements
- Update and manage Sanctuary's workflows
- Remit quarterly and annual reports for Worksafe BC
- Liaise with partner distribution organizations to receive data and statistics of resource usage

#### Sanctuary UK and US

- Manage US charitable solicitation registrations
- Liaise with UK and US Directors as needed for operations support

#### 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 two years of relevant experience in a related role, financial experience 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
- Experience with budgeting and financial reports for non-profits is an asset
- 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
- Strong initiative and accountability
- Exceptionally organized and detail-oriented, while maintaining flexibility and adaptability

## **APPLICANTS SHOULD BE**

- Comfortable working in a faith-based environment

## **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](mailto:careers@sanctuarymentalhealth.org). Candidates who meet posting and application requirements will be acknowledged.

Please visit [www.sanctuarymentalhealth.org](http://www.sanctuarymentalhealth.org) for more information about our organization.