



Permanent, Full-time

Chief Operations Officer

At House of Friendship, we believe in what we are doing. We get out of bed each day to make a difference in our community; to walk with and to serve. We are not happy with the status quo. We get energy from ongoing learning and growth. We lead with passion and believe without a doubt that everyone deserves to belong and thrive. We live and breathe our values of Compassion, Inclusion, Justice, Dignity and Hope. And we have fun!

Sounds pretty great doesn't it? It is!

We are searching for a high-level strategic thinker and mission driven individual with a heart for authentic and purposeful relationships, and a keen ability to deliver on results to join our team as **Chief Operations Officer**. The ideal candidate will bring significant skills and experience in leading large-scale operations in a not-for profit, social services setting. The successful candidate will possess above average strengths in negotiation and diplomacy, not-for profit leadership and high level of knowledge of funding streams and donor engagement strategies.

Working in partnership with the Executive Director, the **Chief Operations Officer** is responsible for managing the effective operations across House of Friendship. This role works cross-functionally with the program and administrative leadership and management team members to ensure efficient day-to-day operations and to deliver and maintain the highest level of service to participants and community partners. This role has oversight for program areas and provides leadership to assigned directors. This role has responsibility for developing long-term operational strategies and works closely with the senior leadership team in developing these goals and action plans that help meet organizational objectives and live out the Mission, Vision and Values.

Key Responsibilities:

- Effectively lead, develop and support House of Friendship program Leadership and Management teams.
- Champion and take ownership and accountability for ensuring a physically and psychologically healthy work environment for all team members
- In collaboration with the Executive Director, set and drive organizational vision, operations strategy
- Build strong partnerships and establish credibility with the internal team and external stakeholders, building respect based upon demonstrated leadership skills and functional excellence. Seek expertise of internal stakeholders as appropriate.
- Continuously assess the internal and external environment to support forecasting for business planning and to support strategic and annual planning and implementation



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- Translate strategy into actionable steps for growth and quality improvements, implementing organization-wide goal setting, performance management, and annual operations planning
- Clearly communicate the organizational vision, translate it into practicable, tactical actions, and effectively deploy resources to achieve the vision.
- Oversee organizational operations and productivity, building a highly inclusive culture that ensures team members can thrive and that organizational goals are met
- Working with the leadership team, measure and analyze current revenue streams, offerings, and relationships to optimize business growth and revenue strategy
- Acts as a strategic partner on the leadership team and works closely with the strategy and quality and program leadership and management teams to support the achievement of program outcomes and performance expectations.
- Fosters a success-oriented, accountable environment within House of Friendship.
- Working collaboratively with the leadership and management teams, provide support and leadership to develop and/or improve systems, processes, controls and procedures that improve the overall efficiency of the firm and insure excellent participant service.
- Monitor monthly and yearly operating and capital budgets, short and long-term financial goals, cost controls, operating standards, and strategies to ensure the fiscal health and operating efficiency
- Accountable for procurement, asset management, and capital planning, ensuring efficient use of resources and strategic investment in assets
- Provide oversight for the overall annual and strategic planning processes for House of Friendship, including development of organizational strategy, leading the annual planning cycle, and monitoring and reporting on progress.
- Provide leadership and oversight for effective policy and procedure development across House of Friendship to enable the best possible service for participants and community partners, while ensuring staff safety.
- Effectively manage stakeholder relationship and regularly present strategic updates and reports to the Board of Directors
- Advance House of Friendship's quality improvement culture and performance, and provide oversight and leadership for the implementation of recommendations towards maintaining accreditation.
- Provide leadership and support for the development and continuous improvement of an organizational data strategy including evaluation and impact reporting systems, practices, and tools.
- Attend leadership and management team meetings and actively participate as a team member.
- Support and promote the mission of House of Friendship and positively impact agency and system change while representing the agency to our constituencies and the community through community and agency tables.

Critical Skills:

- A passion for leadership with a demonstrated high level of skill in coaching and leading people and teams
- An innovative and strategic thinker with a demonstrated ability to envision and enable change at an organizational and systems level.
- Commitment to understand and uphold the mission and values of House of Friendship is expected;
- Experience using data (KPIs) in a measurable way to achieve a specific strategic result that is relevant to the organization. Brings strong analytical skills to develop, measure and improve operational, financial, quality and cycle time performance indicators.
- Proven ability to design, lead and execute strategic and operational planning processes at the organizational level, including meaningful engagement and involvement of stakeholders;
- Exemplary emotional intelligence, resilience, communication, conflict management and problem-solving skills required;
- Demonstrated leadership skills with experience in building consensus at the strategic level, leading and working with multidisciplinary teams, developing partnerships, and effectively collaborating with and influencing colleagues who are not direct reports;
- Outstanding interpersonal skills and the ability to inspire confidence and trust amongst all stakeholders, acting ethically and responsibly in all interactions
- Exceptional ability to initiate, build and foster solid and fruitful relationships with people across the organization and with relevant external stakeholders;
- Deep commitment to creating and maintaining a healthy work environment including coaching and supporting direct reports, and ability to navigate change in a positive and productive manner;
- Excellent project management and execution skills;
- Able to model effective problem solving by recognizing the human, interpersonal and technical sides of a problem, show flexibility and explore possible solutions in an innovative and creative way.
- Experience or strong interest in working with diverse populations including people from various cultural backgrounds and income levels, and sensitivity to their needs
- Strong intercultural competency, with the ability to recognize and respect cultural diversity, able to be diplomatic and sensitive to the dynamics of a culturally diverse workplace
- Experience with and commitment to using an anti-racism, anti-oppressive and trauma informed approach in consultation, program design, evaluation processes and service delivery
- Respectful, supportive and engaging approach to persons with physical and/or cognitive disabilities, addictions, mental health and other life challenges



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Job Specific Knowledge/Skills:

- Excellent interpersonal, communication, facilitation and mediation skills.
- Collaborative, open and creative approach to problem solving and a willingness to address challenging issues.
- Proven exceptional project and financial management skills
- Strong collaboration and teamwork skills, including demonstrated ability to interact, lead and participate in consultative decision making that respects people with a diversity of backgrounds, experiences and styles, while working collegially with a high degree of tact and diplomacy.
- Knowledge of resources, systems and communities of practice related to accreditation, quality improvement and strategic planning.
- Ability to introduce and implement change within an organizational structure, enable others, and to operate at the strategic, policy and operational levels.

Education/Experience:

- Bachelor's Degree or higher in business administration, commerce or a related field.
- Mastery in problem solving skills, continuous improvement tools, coaching skills and senior leadership.
- 10+ years management experience with least three years leading in a senior management position
- Above average skill and experience leading operations in a not-for-profit social service agency
- Demonstrated skill, experience and success working with funders and donors to achieve organizational goals
- Proven experience collaborating with a board of directors, demonstrating strategic leadership and governance expertise
- Above average skills in negotiating and diplomacy
- Demonstrated skill and experience handling sensitive, emotional, or political issues with tact and good judgement with the ability to understand and enable diverse viewpoints and approaches to resolve conflict and achieve goals.

Working conditions:

- 37.5 hours per week, generally daytime, weekday hours with some flexibility for evening and weekend hours to support special events
- Hybrid work environment available in alignment with the needs of the program and staff, with regular in-person and online meetings and engagements.
- Travel throughout the region of Waterloo when in-person meetings is required



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- Encountering participants at program sites who may be under the influence of substances, and/or experiencing symptoms of mental illness can be expected.

Compensation:

At House of Friendship, we know that our team members are the key to the success of our organization and our ability to provide essential services to the community. In support of our mission and in alignment with our values, House of Friendship is committed to ensuring fair, market competitive, and rewarding compensation practices for all of our team members. We aspire to support our team members to create a great work environment where our team is able to thrive, succeed, and have a positive work experience.

House of Friendship compensation practices including our pay grid, have been developed using documented leading pay practices in the not-for-profit sector including [Pathways to Decent Work](#) (Ontario Nonprofit Network) and [Ontario Living Wage Network](#). We value the experience that new team members bring to the organization and have a process in place to review previous related experience for placement on our pay grid.

We value the work that you do with fair pay and benefits:

- Time off includes five (5) weeks of vacation, 3 personal days, and sick credits totaling approximately 12 days per year
- Full-time benefit plan including Extended Health Care (EHC), Dental, Group Life, Accidental Death and Dismemberment (AD&D), Long Term Disability (LTD), Flexible Spending Account and Employee & Family Assistance Program
- We believe strongly in supporting the mental health of our team members, including providing access to the Employee and Family Assistance Program, \$2,000 for counselling services and our workplace Wellness and Psychological Health and Safety programs
- We help you save for the future by providing a retirement plan that includes a matched Group Pension Plan as well as a Group RRSP and a Group Tax Free Savings Account

Rate of Pay:

At House of Friendship all compensation ranges are categorized under a series of “grades” and we base our payment structure on internal equity. When determining rate of pay, a candidate’s past related experience will be taken into consideration.

Min: \$56.41

Mid: \$63.58

Max: \$70.76

House of Friendship is open and inviting to qualified candidates with lived experience.



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We strive to remove barriers that may prevent qualified applicants from fully participating in the recruitment and selection process. Accommodation in accordance with the Ontario Human Rights Code and other applicable legislation is available throughout all stages of the recruitment and selection process. Accommodations will be provided upon request.

If you are as passionate as we are about serving the community, and ready to make a huge impact, let's talk.

Please apply with your resume and cover letter here:

By end of day **October 11, 2024.**

<https://house-of-friendship.hirehive.com/chief-operations-officer-kitchener-FxiO9E>