

## Job Announcement

**Role Title:** Director, Program Operations

**Reports To:** Executive Director

**Direct Reports:** Program Director, Distress Services  
Program Director, Community Learning and Engagement

*We believe in a world where all people find support through crisis and can move from suicidal despair to fulfilling lives. Whatever you're going through, we'll face it with you.*

### About the Role

The Director, Program Operations is a senior leadership role responsible for the overall operational and business functions of Crisis Centre programs, which include:

- Community-based training and support empowering people to address suicide and crisis within their own communities, workplaces, and circles of influence, generating \$500,000 of earned revenue annually.
- Operating 24/7 suicide and crisis hotlines within networks of crisis centres within BC and Canada, including BC's 1800-SUICIDE and 310-6789 Mental Health lines, and 9-8-8, the national suicide hotline, within an annual program budget of \$2.5 million.

This role sits at the intersection of community-based mental health approaches and services aligned with peer support and self-advocacy practices and the broader crisis care continuum involving 9-1-1, mobile crisis mental health response, and clinical in-patient and out-patient services.

Working closely with the Executive Director (E.D.), the Director, Program Operations regularly participates in stakeholder/funding meetings to translate strategic conversations and contractual agreements into operations.

The Director, Program Operations is trusted to strive for fairness and equity of employees/volunteers across the organization and maintain a supportive, compassionate and sustainable work environment.

The Director, Program Operations is responsible for ensuring high-quality service, including meeting accreditation standards, service agreement expectations, and ensuring programs and services meet

**9-8-8** call or text

National Suicide Crisis Helpline

**310-6789**

BC Mental Health & Crisis Response

the needs of BC's diverse communities, regardless of race, gender, sexual orientation, migrant status, beliefs or disabilities.

The core of this senior leadership role is to create an efficient, strong, operational, and business structure for the organization. A strong operational and business foundation will facilitate the ability for the Crisis Centre to focus on excellence in their important service delivery work.

## Details

- Hours per Week: 35 hours per week
- Salary Band: \$95,000 to \$105,000
- Benefits Offered:
  - Competitive benefits including health, dental, RRSP
  - Access to Professional Development opportunities / conferences
- Working Model: a hybrid mix of online and onsite at the Crisis Centre and while there is some flexibility this position needs to be a visible leadership role

## What You'll Do

- Strategic Leadership:
  - Lead program operations of a growing organization with an operating budget just under \$4.5 million.
  - Support national and regional Crisis Centre partners in their political and business growth, as determined by the E.D.
  - Lead and contribute to organizational, provincial and national efforts to provide suicide prevention and crisis intervention services that are anti-racist, non-discriminatory, culturally safe, and supportive of peoples from all backgrounds – regardless of race, gender, sexual orientation, migrant status, beliefs or disabilities.
- Effective Contract Management:
  - Maximize the impact of new and current service-delivery contracts, pilot projects, and other community-based opportunities through effective structuring of finances and workforce.
  - Partner with the E.D. during business/contract meetings to allow the E.D. to focus on strategic and visionary opportunities while supporting the business aspects of those conversations to ensure successful implementation.
  - Oversee organizational contracts of contractors, trainers, and others to ensure the business side is fair and controlled.

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- **Adaptability and Resilience:**
  - Agility to navigate complex contractor landscapes and changing funding dynamics.
  - Resilience in managing unexpected challenges.
- **Analytical Thinking:**
  - Develop and implement data collection and analysis practices and reporting to support data-driven decision-making and advocacy.
  - Proficiency in analyzing performance metrics and identifying areas for improvement.
- **Workforce Culture & Development:**
  - Foster a culture of innovation, collaboration, and continuous improvement within the team.
  - Ensure psychological safety and health support for all staff in the context of complex crisis-facing frontline work.
  - Mentor and support Program Directors in developing and implementing business and operational strategies of their programs.
  - Provide direction and professional role modelling to direct reports and all employees/volunteers regarding conflict management, decision-making, and boundary-setting.
  - Completes performance management of their direct reports.
- **Cross-Functional Collaboration:**
  - Oversees and implements cohesion between different programs, departments, and areas within the Crisis Centre to create “one” organization.
  - Work within the senior leadership team in a cohesive, informative, and supportive manner and has a strong professional link with the Director of Finance and Director of Development, Communications & Strategic Relationships. Contributes to the Board Meetings to offer operational and business reports at the request of the E.D.
- **Quality Control**
  - Oversee accreditation and work with other Crisis Centres within provincial and national networks to identify and implement emerging best practice and common standards throughout different areas of the organization, in collaboration with Program Directors.
  - Identifies and mitigates risks related to programs, services, and projects in partnership with the E.D., as appropriate.

## About You

### Your Expertise & Experience

- Degree in nonprofit management, business administration, public health, or equivalent combination of education and related experience.

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T: 604-872-1811 info@crisiscentre.bc.ca www.crisiscentre.bc.ca

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- Director level experience working in community-based, emergency services, and/or health-related organizations.
- Proven experience leading organizational change initiatives.
- Ability to drive process improvements and adapt to evolving service requirements.
- Proven ability to translate contracts and funding agreements into operations.
- Clear and concise communication skills.
- Experience navigating conflicting priorities and managing multiple stakeholder relationships.
- Assets:
  - Past senior-level experience working in 24/7 operations and/or contact centres
  - Past work experience with non-profit organizations
  - Past work experience with Community Development initiatives or organizations
  - Understanding/professional experience of leading community learning and engagement initiatives related to youth, bereavement and/or adult mental health initiatives'
- Professional/Personal Assets
  - Clear, confident, with an ability to help others set professional boundaries
  - Ability to manage conflict issues if they arise
  - Able to listen to perspectives and engage with employees, but also be clear of decisions and communicating decisions
  - Understanding of how community-based mental health work impacts employees, and to connect operational design to allow for employee support and successful outcomes.

## Application Process

This position is vacant and will be filled as soon as a qualified applicant is found.

The deadline to apply for this position is July 31, 2024

We want to be transparent with what's next.

Please submit your PDF cover letter and resume named "*Cover Letter & Resume - (Your Name)*" as a **single PDF attachment** to [applications@crisiscentre.bc.ca](mailto:applications@crisiscentre.bc.ca) with the job title of Director of Operations in the subject line.

In your cover letter, please be specific about what skills and talents you will bring to the position. *What do you want us to know about you that we can't find in your resume which makes you the best candidate?*



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We will review applications as they are submitted and will have a rolling interview process.

Shortlisted candidates will be contacted to arrange an interview.

The interview process will be held with Stacy Ashton, Executive Director.

The successful candidate will have to complete a Vulnerable Sector Criminal Records Check.

We appreciate all those who submit an application.