SHEPHERDS OF GOOD HOPE

JOB POSTING
(Internal/ External)

POSTING NUMBER: **2023-049**

POSITION: **Vice President, Programming and Capital Infrastructure**
Group benefits and RRSP plan

SALARY: $94,000- $142,000

CLOSING DATE: Send your resume and covering letter, quoting posting number **2023-049** to hrrecruitment@sghottawa.com no later than **4:00 p.m. on June 14, 2023.**

SUMMARY

Join us at Shepherds of Good Hope and add meaning to your work!

Shepherds of Good Hope (SGH) is one of the largest not-for-profit organizations dedicated to meeting the needs of individuals experiencing homelessness and vulnerably-housed individuals in the city of Ottawa. Many individuals who access our programs and services live with complex trauma, mental health challenges and substance use disorders.

A leader in supportive housing and harm-reduction, you'll be joining an organization that provides around-the-clock, comprehensive services to all genders in seven supportive housing, shelter and programming locations across the city.

At Shepherds of Good Hope you will find an inclusive environment, with dynamic and innovative programs that offer fulfilling work with flexible schedules to meet your needs.

Ready to join us? There is a place for you here!

Reporting to the Chief Executive Officer, the Vice President, Programming and Capital Infrastructure is a strategic thinker and results-oriented executive leader. They are responsible for the day-to-day operations of SGH. The Vice President, Programming and Capital Infrastructure works closely and strategically with all departments at SGH. They also work collaboratively with partnering agencies and various levels of government, as well as connecting stakeholders to the vision of SGH. The Vice President, Programming and Capital Infrastructure works directly with the CEO to maximize efficiencies across all SGH programming in accordance with the mission, vision and core values of the organization.

RESPONSIBILITIES

- Oversees shelter programming, housing programming and facilities.

- Empowers senior leadership through effective collaboration and shared visions.
- Analyzes operations across the organization and develops annual operating plans.
- Plays a key role in the organization-wide budgeting processes, in collaboration with the Executive Leadership Team.
- Identifies growth opportunities and works with the Executive Leadership Team to implement new initiatives, while enhancing on-going priorities.
- Provides leadership role in construction projects, including new builds and development of current real-estate.
- Works collaboratively with multiple community partners, internal and external teams, the Board of Directors of SGH, leadership team, managers, unionized employees, partnering organizations, governments and the general public.
- Provides sound advice to the Chief Executive Officer and Board of Directors.
- Attends SGH Board meetings and provides regular updates on operational activities, in addition to demonstrating the organization's impact internally and in the community, by way of statistics and KPIs that are linked to the strategic plan.
- Leads the Sustainability strategies of the organization, providing feedback on better ways to run current operations and ensuring that all future ventures are developed with a sustainability lens.
- Achieves operational goals and demonstrates results in line with the organization's financial realities.
- Ensures the advancement of the strategic plan through directly sponsoring and supporting projects, ensuring that decisions align with directions of the strategic plan, and playing a key role in the development of future strategic plans.
- Promotes the development of a skilled workforce to meet operational objectives and ensures that the organization runs smoothly on a day-to-day basis.
- Builds teams by fostering accountability and empowering employees.
- Recognizes future leaders and advocates for them; builds internal capacity.
- Ensures all contracts with external partners are tracked, operational objectives are achieved and reporting deadlines are met.
- Anticipates trends and communicates them to foster engagement and out of the box thinking; unafraid to take calculated risks.
- Oversees the organization's real estate assets, both present and future, in collaboration with the Finance Department.
- Oversees all aspects of the organization's facilities and ensures premises are safe and compliant with all regulatory bodies.
- Utilizes forward-looking analyses to maximize operational efficiencies and increase operational effectiveness.
- Develops, recommends and implements revenue generation strategies, in addition to suggesting appropriate cost reduction strategies in collaboration with the Finance Department.
- Primary contact for crisis communication plan and emergency management coordinator for organization.
- Promotes the organization's culture and brand internally and externally.

QUALIFICATIONS

- Master's degree in business administration, public administration, or health administration, and/or a combination of an undergraduate degree in business management or related field and experience in operations management.
- Minimum of 10 years' experience working in a not-for-profit organization, with a minimum of 5 years of experience in a senior management operational role.
- Experience working in a social services environment and a good understanding of homelessness, poverty, mental health and addiction.

- Must be an energized, dynamic, empathetic leader and team player who inspires and motivates people.
- Ability to understand high level, strategic goals and directions and work collaboratively in the best interests of the organization to provide appropriate services to the homeless and vulnerably housed in Ottawa.
- Adheres to the highest ethical standards.
- Leader who prioritizes the stewardship of a values-based organization whose people are its greatest assets.
- Skilled problem-solver whose creative thinking fosters innovation and enhances the organization's reputation as a leader in harm reduction in our community.
- Innovative thinker with strong organizational skills.
- Have the ability to make difficult decisions while maintaining solid "people skills" and displaying a high degree of emotional intelligence.
- Ability to set priorities and meet strict deadlines in a fast-paced environment.
- Strong attention to detail.
- Advanced skills in computer systems including Microsoft Office (outlook, word, excel, etc.).
- Experience working in an unionized environment.
- Demonstrate in depth knowledge of risk identification and risk mitigation that are appropriate to use in a complex, service-based environment.
- Knowledgeable in change management and control methods.
- Must be legally entitled to work in Canada.
- Must by at least 18 years of age.
- Able to read text and communicate orally in English. Ability to communicate in other languages is considered an asset.

WORKING CONDITIONS

The regular working schedule is Monday to Friday, during normal business hours that are typically between 8am and 5pm. There is an expectation of flexibility in scheduling work around program needs that may occur from time to time during evenings and weekends. This could include meeting with employees who are on shift or attending work events. As a non-unionized employee in the organization, there is an expectation that the employee will manage their time accordingly and utilize flexible working hours where needed to make up for the times where exceptional hours may apply.

Shepherds of Good Hope is committed to being responsive to the diverse needs of individuals using our services, residents, employees and volunteers, including those with disabilities. Please inform if you require accommodation through the hiring process, and we will work with you to meet your needs.