



POSITION DESCRIPTION

Position: Director of Operations (2023)
Program: ADMINISTRATION AND COMMUNITY ANIMATION
Reports to: Executive Director
Date Approved: April 2023

The Director of Operations is responsible for creating safe, welcoming, and accessible spaces at Sage: in our downtown location, through our virtual programming, and in our community animation work across Edmonton. This role involves the oversight of office operations and administrative staff, undertaking senior management services to the Board of Directors, and development of Sage's Community Animation Program. The Director of Operations is a unique role that requires a strong and varied skill set, including experience with strategic planning and program development, staff and volunteer supervision, project management and development, comfort managing a hybrid environment (program delivery and personnel), and providing operational/administrative leadership.

The Director of Operations will oversee the implementation of the Community Animation Program across the city of Edmonton, supervise and support the work of Community Animators in diverse communities, and collaborate with community organizations to identify potential collaborations and opportunities. The Seniors Community Animation program employs asset-based community development (ABCD) to support senior-led organization and mobilization, and activate the social infrastructure and existing resources of diverse communities. Community Animators work across the city to mobilize seniors as assets who can leverage their strengths to foster neighbourhoods and communities where everyone thrives. As part of this program, Community Animators work to strengthen protective factors for older adults and improve the collective resilience of the community as a whole.

The Community Animation Program includes life enrichment activities provided in the Sage building and through our virtual community. The Director of Operations will be responsible for ensuring that these spaces are safe, welcoming, and accessible, including the oversight of day-to-day operations and trouble-shooting as needed. The development and support of the volunteer program at Sage is a key operational and strategic focus for the role.

The Director of Operations will play a leadership role in the development and execution of strategic projects, drive timely and accurate completion of strategic initiatives to advance Sage's mandate and impact, and work collaboratively with the Executive Director,

leadership team, and stakeholders to achieve these goals and deliverables. The Director of Operations cultivates new relationships and leverage existing partnerships to achieve these objectives.

At Sage, our vision is a community where all seniors are valued and have the opportunity to live according to their beliefs, abilities, and aspirations: we work to meet seniors where they are at, and support them through their journey as they see it. We employ an anti-racist and anti-oppressive approach across the organization, and work explicitly to combat ageism to support the holistic wellbeing and full engagement of seniors in our community. As part of this work, we foster relational connections, value senior-led community development, and bolster social support networks for low-resourced and equity-seeking seniors aging in community. Holding the principles of inclusion, diversity, equity, and accessibility as foundational practices is essential in this role.

RESPONSIBILITIES:

Area of Responsibility	Tasks
Strategic Project Management	<ul style="list-style-type: none"> • Explores and identifies new strategic initiatives in collaboration with the Leadership Team; • Undertakes project management relative to emergent organizational needs in collaboration with the Executive Director and Leadership Team; • Represents Sage on relevant external committees; • Provides leadership to build and sustain relationships crucial to the success and growth of the organization; • Collaborates with the leadership team to plan and execute internal and external projects; • Ensures that internal projects are aligned with broader sector-wide initiatives and work; • Tracks progress against project plans and makes recommendations regarding changes as needed; • Works with team to gather appropriate data and complete project reporting to funders; • Supports buy in and engagement of new initiatives by communicating with stakeholders.
Administration	<ul style="list-style-type: none"> • Supports and supervises administrative staff who work to maintain the day-to-day operations of Sage; • Designs and develops administrative position job descriptions; • Acts as Sage’s Business Continuity Coordinator, including Pandemic Plan implementation and coordination; • Leads organizational Risk Management; • Ensures Occupational Health and Safety requirements are met • Assigns responsibilities as needed.

Community Animation	<ul style="list-style-type: none"> • Oversee asset-based community development (ABCD) that supports senior-led organization and mobilization, and facilitates the development of senior-led initiatives; • Work within the Seniors Equity Collective to increase access, engagement, and leadership opportunities for low-resourced seniors and/or those with structural vulnerabilities; • Collaborate with human service organizations to develop neighborhood specific consultation processes; • Work with city staff, agency staff, and community leaders and connectors to explore potential collaborations, connections, and opportunities; • Keep up to date on resources and opportunities for seniors within the community; • Support the full and welcome participation of seniors in community by helping communities recognize their value and potential to affect positive change; • Contribute to/foster a community of practice that supports the engagement of older adults in other organizations. •
Team Leadership	<ul style="list-style-type: none"> • Models Sage's values; • Promotes participatory leadership style; • Supports the execution of Sage's Operational Plan and Strategic Vision • Fosters an atmosphere of professionalism, accountability, shared learning, celebration and positive outcomes.
Personnel	<ul style="list-style-type: none"> • Hire and train program staff as required • Provide ongoing supervision and feedback • Conduct yearly performance and professional development reviews • Ensure staff adhere to Sage policies including privacy policies
Volunteers	<ul style="list-style-type: none"> • Lead the redevelopment of the volunteer program • In collaboration with volunteer supervisors, recruit, screen and onboard volunteers to meet organizational needs. • Provide on-going support, encouragement and recognition to students and volunteers • Work collaboratively with volunteer supervisors to lead volunteer appreciation events at Sage
Planning and Program Development	<ul style="list-style-type: none"> • Work with the Seniors Community Animation team to develop of policies and procedures as needed • Implement standard forms and processes for all aspects of the program as required

	<ul style="list-style-type: none"> • Mobilize information, tools, and resources that support senior-led community organization • Work with the evaluation team to develop an effective evaluative framework for the program • Assist with data collection and reporting • Analyze data to identify gaps in service • Conduct and share informal research as needed to remain current on developments in the field of gerontology, best practices for asset-based community development, and the senior-serving sector in Edmonton
Administrative Support to The Board of Directors in Collaboration with Executive Director	<ul style="list-style-type: none"> • Prepare agendas, minutes and other documents as required; • Complete, edit and circulate minutes of the Board to Directors as appropriate or directed; • Distribute agendas, information, and materials for Board and Committee meetings; • Coordinate logistic support for Board and Committee meetings; • Maintain Board records, including: member lists, Board records, attendance and volunteer hours; • Submit monthly report of Board members' hours to Volunteer Coordinator; • Prepare AGM materials as directed by the Executive Director • Complete paperwork for Imagine Canada accreditation/renewal.
Equipment and Space	<ul style="list-style-type: none"> • Undertake capital grant funding applications; • Oversee project management for capital projects • Liaise with landlord and property manager
Other Duties	<ul style="list-style-type: none"> • Other duties as assigned/required. • Participate in planning and implementation of workshops and special events within a Sage team environment • Provide cover off for other Program Managers and/or Director of Services as required

QUALIFICATIONS

- Post-secondary education and/or lived experience in a wellbeing-related field, such as community development, education, recreation therapy, social work, nursing, occupational therapy, business or public administration
- Master's Degree is an asset
- 3 to 5 years of administrative and operations management experience;
- Be able to provide a clear Police Check including a vulnerable persons check
- Have (and be prepared to use) a vehicle and possess a valid Class 5 driver's license
- Be able to obtain \$2 million auto liability insurance

- Have a clear understanding of inclusive, anti-oppressive practice
- All Employees must be fully vaccinated against Covid-19

SKILLS and EXPERIENCE

- Understanding of community development/community animation
- Experience with program development and implementation
- Demonstrated project management experience
- Understanding of ageism and its impact on society
- Self-motivated, able to work independently when required and able to work as part of a team
- Excellent problem-solving skills
- Knowledge of systems and processes related to non-profit management and the seniors sector;
- Demonstrated ability to think strategically and promote change;
- Demonstrated ability to synthesize and analyze information;
- Excellent written and verbal communication skills;
- Excellent supervisory skills;
- Excellent time management skills;
- Ability to work effectively and efficiently in a fast-paced environment and able to consistently meet deadlines;
- Computer literacy, especially Word for Windows and Excel.

TERM

This is a permanent full-time position.

HOURS OF WORK

35 hours per week. Office hours are generally 8:30 a.m. to 4:30 p.m. with a 1-hour unpaid lunch break. However, this position may require you to work different hours to support the team in carrying out their role.

COMPENSATION PACKAGE

The salary range for this position ranges from \$60,753 to \$83,164 per annum, based on assessment of the successful candidate's education, skills, previous experience and other factors.

Sage Seniors Association provides a 5% matched, defined Contribution Pension Plan as well as Employer paid Health and Dental benefits and Health Spending Account. Sage also offers an outstanding work life balance for Employees including generous sick leave accruals, 3-weeks of vacation to start as well as paid time off between Christmas and New Year's Day, a hybrid working environment, and options for a compressed work week.