



Position: Operations Manager	Contract position	Reports to: Board of Directors (President)
Salary: \$70,000 - 80,000	12 month term	Start Date: March 2019

Role Summary

The British Columbia Hospice Palliative Care Association (BCHPCA) is a not-for-profit society that supports advocates and collaborates with volunteer-based hospice societies and professional palliative caregivers across the province to provide dignity and compassionate care for those at their end of life, and to those who grieve.

We accomplish this through partnerships with stakeholders, by sharing programs, coordinating resources and by effectively communicating with members and stakeholders to ensure they remain informed of the work of the Association.

Reporting directly to the Board through the President, the Operations Manager is responsible for day-to-day operations of the Association, overseeing the development, implementation and evaluation of the Association's programs and services based on the BCHPCA's strategic direction, mission, vision and values. This responsibility includes safeguarding the Association's financial sustainability and ensuring that the Association develops financial stability and membership growth and support.

Role Duties and Responsibilities

Leadership

- Participate with the Board of Directors in reviewing, monitoring the vision, mission and strategic plan to guide the Association
- Develops an operational plan which incorporates goals, objectives and timelines that work towards the strategic direction of the Association
- In collaboration with the President of the Board and/or delegate, act as a spokesperson for the Association
- In collaboration with the President of the Board and/or delegate, conduct official correspondence on behalf of the Board
- Identify and if appropriate, represent the Association at community activities to promote awareness, raise funds, and enhance the Association's community profile

Role Duties and Responsibilities continued

Operational planning and management

- Oversee the development, implementation and evaluation of the Association's programs and services
- Develop and manage a sponsorship plan to offset the costs of workshops and conference
- After development, implement the operational plan which includes realistic goals and timelines and is based upon BCHPCA strategic directions
- Ensure that the operation of the Association meets the expectations of its membership, the Board, funders, and the general public
- Ensure that the programs and services offered by the Association contribute to the Association's mission and reflect the priorities of the Board
- Monitor the day-to-day delivery of the programs and services of the Association to maintain or improve quality
- Ensure that personnel, member, client, donor and volunteer files are securely stored and privacy/confidentiality is maintained
- Provide support to the Board: organize board meetings, minute taking
- Develop opportunities for regional workshops.

Financial Management

- Participate in the development and implementation of the operating budget in alignment with Strategic Plan.
- Approve expenditures within the authority delegated by the Board
- Ensure that sound bookkeeping and accounting procedures are followed
- Administer the funds of the association according to the approved budget and monitor the monthly cash flow of the Association
- Provide the Board with comprehensive, regular reports on the revenues and expenditures of the Association
- Bookkeeping: payables, receivables, supplier payments, charitable receipts, taxation and withholding remittances, monthly financial reporting

Fund Development

- Procure adequate funding for the operation of the Association
- Develop and manage a fund development plan to meet the annual and long term needs of BCHPCA
- Ensure all fundraising activities are in accordance with ethical fundraising principles
- Oversee the administration of a donor mailing list and database
- Participate on the Fundraising Committee to support fundraising activities
- Report fundraising actuals to Board routinely including challenges and possible need for assistance

Role Duties and Responsibilities continued

Membership Support/Community Relations/Advocacy

- Develop a comprehensive communications plan that increases awareness and supports the strategic direction and goals of the Association
- Monitor, manage and improve communication across and beyond the organization with the Board, members, stakeholders and public.
- Through regular newsletters and key messages, communicate effectively with the membership of the Association to ensure they remain informed of the work of the Association:
 - Maintain membership database
 - Promote membership benefits
 - Recruit membership
 - Develop and manage a membership retention plan
- Communicate with key stakeholders to keep them informed of the work of the Association and to identify changes in the communities served
- Establish good working relationships and collaborative arrangements with the membership, community groups, funders, politicians, and other associations to help achieve BCHPCA goals
- Develop and maintain positive relationships with the Board, members and relevant stakeholders
- Manage the BCHPCA website and other social media platforms

Human Resource Management

- Establish a positive, healthy and safe work environment in accordance with all appropriate legislation, regulations and values of the Association

Risk Management

- Identify and evaluate the present or emerging risks to the Association's members, staff, volunteers, programs and projects, property, finances, goodwill, and/or image and implement measures to control risks
- Ensure that the Board of Directors and the Association carries appropriate and adequate insurance coverage

Other duties as required

Education and Experience

- University degree or College certificate in business administration or fund development or an equivalent combination of education, training and experience
- Management experience preferred in the non-profit sector
- Understanding of hospice palliative care preferred
- Proficient in Microsoft Office, Outlook, Excel, social media, website management
- Understanding of CRA legislation and guidelines for the voluntary sector and fundraising in a non-profit

Knowledge, skills and abilities

- Demonstrated leadership and management experience in non-profit associations
- Knowledge of generally accepted accounting principles, financial, administrative management, audit and program evaluation principles and practices.
- Thorough knowledge of financial issues including financial policies and procedures, financial internal control concepts, and government requirements.
- Knowledge of the operation of computerized payroll and financial reporting systems.
- Ability to successfully fundraise; can identify and submit application for appropriate grants and funding opportunities.
- Knowledge of project management with demonstrated ability to plan, implement and evaluate educational events
- Excellent interpersonal, written and verbal communication skills.
- Ability to establish and maintain appropriate professional and personal boundaries.

Working Conditions

- Operations Manager works a standard work week, but additionally may occasionally work evenings, weekends, and/or extended hours to accommodate activities such as Board meetings and special events.
- BCHPCA maintains a virtual office