

<b>JOB COMPETITION:</b> Director of Operations	
<b>POSITION TYPE:</b> Full time	<b>Date Posted:</b>
<b>LOCATION:</b> Based in Ottawa ON	<b>Deadline Date:</b> April 15, 2008
<b>Years of experience required:</b> 4+ years	Cover Letter and Resume required with one (1) copy of a recent proposal developed by the applicant
<p><b>About the Organization:</b>  The Canadian Aboriginal AIDS Network (CAAN) is a national non-profit coalition of over 400 individual and organizational members with a primary mandate of addressing HIV/AIDS and related issues among the Aboriginal population. Key activities include: capacity building; social marketing; communications; community-based research; educational and training resources; policy advice and development; and International efforts. CAAN is not a direct-service organization but is highly community-based. Based on the nature of the work and organization, preference will be given to Aboriginal candidates in the event skills and qualifications are deemed equal with a non-Aboriginal candidate.</p>	
<p><b>Main Responsibilities:</b></p> <p>As the second most senior member of management and reporting to the CEO, the Director of Operations will be primarily responsible for ensuring internal organizational effectiveness by providing leadership for the organization's mission and vision.</p> <p>Working with the management team, the position also contributes to the development and implementation of organizational strategies, policies and practices.</p> <p>Improve the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, administrative process and organizational planning.</p> <p>Manage and increase the effectiveness and efficiency of Support Services through improvements to each function as well as coordination and communication between support and administrative functions.</p> <p>Play a significant role in long-term planning, including an approach geared toward operational excellence through nurturing a team environment.</p> <p><b>Responsibility Areas:</b></p> <p>#1: Internal Operations &amp; Office Management</p> <ul style="list-style-type: none"> <li>• Play a pivotal role in a re-structuring exercise;</li> <li>• Develop department(s) and source supports;</li> <li>• Oversee day-to-day operations of the office;</li> <li>• Ensure internal policies and procedures are updated/developed/applied;</li> <li>• Ensure all office systems are fully functioning, by ensuring all warranties and service agreements for equipment and office maintenance are in place.</li> </ul>	

## #2: Human Resources, Performance Management & Supervision

- Respond to staffing needs/opportunities, apply a strategic recruitment process;
- Pre-screen applicants, schedule interviews, compile necessary paperwork, develop interview questions, check references, etc.;
- Oversee sign-on package: paperwork, keys, phone setup, security etc.;
- Training & orientation, office policy and procedures, forms (expense, timesheets, reporting, etc.);
- Coordinate all paperwork, performance review, salary changes at end of probation and anniversary dates;
- Monitor workplans and ensure all reporting requirements are met.

## Area #3: Policy, Program & Proposal Development Oversight

- Ensure appropriate responses are being pursued by the organization based on Annual General Meeting resolutions and Board direction communicated through the CEO;
- Develop proposals that will respond to policy issues/advice and educational, prevention and training needs;
- Respect and utilize a community development approach in how we design all areas of work, which responds to membership and stakeholder needs;
- Manage workplans and ensure all reporting requirements are met, recognizing that national steering committees, research teams and community advisory bodies provide the organization a member-check and accountability function.

## Area #4: Communications & Social Marketing Oversight

- Oversee all communications activity, such as newsletter production, website maintenance, publication formatting, proofreading, printing, translation into French & Inuktitut, etc.;
- Oversee all social marketing activities, including production and placement of public service announcements for television, radio and/or print;

## Area #5: External Contract & Consultant Management

- Negotiate best pricing while developing contracts with clear and measureable deliverables;
- Monitor contractors, including external consultants for such activities as evaluation, strategic planning, facilitation, policy papers, etc.;
- Respond to requests for information and direction from contractors, once secured;
- Develop requests for proposals for external contractors, as required;
- Ensure appropriate policies are meeting organizational and reporting needs for how external contracts are awarded and managed.

## Area #6: Organizational Representation

- As the second most senior management position, attendance at various meetings with government, partners, media, membership, etc. will be required;
- Ensure publicly stated positions are in keeping with organizational positions;
- Maintain a highly professional demeanor and position when representing the

- organization;
- Develop briefs and other reports, as required when attending meetings;
- Assist with planning and hosting the annual general meeting, skills-building forum, Aboriginal People living with HIV/AIDS Caucus and Gatherings, as well as any other membership/general public meetings.
- Ensure an advocacy role is fulfilled when representing the organization, and its membership, as well as the Aboriginal population at large.

**Qualifications:**

- Masters Degree in a related discipline (Business/Public Admin, etc.) and/or a combination or academic (undergraduate degree with other related certification) & direct work experience (minimum six years in community-based environment)
- Minimum four (4) years in a senior management position
- Direct supervision of at least eight (8) or more staff
- Demonstrated proposal development skills
- Excellent communication skills, bilingual is a key asset (oral/written)
- Training and experience in managing human resources (Certified Human Resource Professional certification and/or training is an asset)
- Demonstrated experience in advising managers, overseeing employee relations, understanding labor law, ensuring health & safety in the workplace, financial reporting, progress reporting, crisis management & mediation,
- Superb administrative skills
- Highly organized with clear ability to multi-task
- Experience in contract management
- Maintaining confidentiality as a term of employment
- Demonstrated experience in organizational planning and development
- Knowledge of computer software, such as Microsoft Office Suite, Corel Suite, SPSS, Atlas Ti, etc.
- Ability to adapt to evolving situations, as new funding opportunities arise
- High level ethical conduct which will be outlined in a code of conduct for all employees
- Ability and willingness to travel evenings and/or weekends

<b>Compensation Type:</b> Salary	<b>Apply to:</b> Human Resources (no phone calls)
<b>Group Benefits Package:</b> In progress	<b>Email only:</b> <a href="mailto:humanresources@caan.ca">humanresources@caan.ca</a>
<b>Quote:</b> Director of Operations	We thank all applicants for their interest; however, only individuals selected for interviews will be contacted.
<b>Preferred Start Date:</b> Negotiable	
<b>Visit:</b> <a href="http://www.caan.ca">www.caan.ca</a>	