



Project Lifesaver Nova Scotia

Manager of Operations and Administration

Position Description

Revised May 2, 2023

Project Lifesaver Nova Scotia (PLANS) is a non-profit organization that provides, under agreement with Project Lifesaver International (PLI), a system of locating devices for clients with cognitive disabilities such as dementia and autism. PLANS works with clients, caregivers and Ground Search and Rescue Teams (GSAR) across Nova Scotia to support the use of this geographic location system. The organization utilizes a fee-based cost recovery structure to support the supply and maintenance of the location equipment and ensure a reliable service for all users.

Manager of Operations and Administration: The Manager of Operations and Administration is the senior staff person for Project Lifesaver Nova Scotia, reporting to a volunteer Board of Directors. The Manager provides effective management of the non-profit organization, supporting the clients, caregivers and volunteer search organizations that are involved with the personal location service that PLANS provides. PLANS maintains an office in Kentville, and the Manager provides part time access in the office, combined with remote work and availability by phone and email.

Hours of Work and Compensation:

This is a permanent part time position with 70 – 80 Hours per month, including work in the office, remote work, meetings, off site promotional events, and some evening and weekend activity.

Salary: \$25/hr less statutory deductions.

Expenses: Mileage and travel expenses in accordance with the PLANS Travel Policy

DUTIES AND RESPONSIBILITIES:

a) PLANS Office Management:

- Coordinate with PLANS Board, staff, provincial GSAR Team coordinators, volunteers and supporting groups.
- Be the main point of contact for Project Lifesaver Nova Scotia information and enrollment.
- Be present in Kentville as required to maintain an organized, accessible office.

- Respond promptly to emails, phone calls and other forms of correspondence.
- Coordinate with the bookkeeper to synchronize client information, payments and receivables.
- Supervise a part time administrative assistant with office procedures and office access.
- Create and maintain accurate Client Profiles in the Project Lifesaver database.
- Maintain an effective filing system for all paper and electronic documents. Ensure client information is secure and respect strict client confidentiality.
- Monitor the inventory of transmitters, accessories, and receivers and order equipment as required.
- Handle shipping and receiving of supplies, verify and record contents of all orders. Prepare US custom documents for cross-border shipping.
- Verify the equipment inventory annually, preparing a written list for the external accountants.
- Remain current with Project Lifesaver International product changes and address warranty claims.

b) Supporting the PLANS Board

- Report to Project Lifesaver President and Directors to assist as required.
- Prepare agenda packages and notices for annual, quarterly, and other Board meetings, provide notices for Directors and PLANS Coordinators
- Deliver quarterly Reports on Administration, Training and Operations to the Board of Directors
- Attend quarterly Board meetings, special Board Meetings and Committee meetings as required.
- Coordinate with the part time Recording Secretary to provide accurate Board meeting minutes.
- Revise PLANS policies, Standard Operating Guidelines, and procedures from time to time, for approval by the Board of Directors.

c) Promotion & Education

- Sustain effective working relationships with all stakeholders: clients; Nova Scotia GSAR Association and member teams; government agencies; non-profits and volunteers.
- Liaise with a variety of organizations for the delivery of client services across the province.
- Assist with educational and promotional outreach efforts of volunteers with Policing agencies and GSAR Teams
- Promote Project Lifesaver Nova Scotia at conferences, tradeshow, and community functions. Deliver presentations to community organizations.

d) Training Component

- Liaise with PLANS Coordinators in each GSAR Team, insure they are completing annual recertification.
- Coordinate Electronic Search Specialist (ESS) training with Valley Search and Rescue.

- Update and mail ESS training kits when GSAR teams are conducting training.
- Upon completion of ESS initial training or recertification, update PLI Data Base and I Am Responding Data Base for each trainee.
- Provide certified training records to PLI Training Officer and forward PLI updates to GSAR Teams.
- Assist GSAR Teams and caregivers with training of Family Battery Change Volunteers.

e) Operations Component

- Represent PLANS and provide activity reports to NSGSARA meetings.
- Respond to phone and email contacts from GSAR Teams and others during active searches.
- Liaise with GSAR Teams to complete After-Action Reports for searches involving ESS and file these with Project Lifesaver International.

f) Other Duties

- Perform all activities associated with the former PLANS Operations/Administrator position.
- Undertake special projects and assist in research planning for the Board.
- Liaise with PLANS Treasurer about budgets and significant expenditure plans.
- Manage PLANS Social Media content (Website, Facebook, etc.)
- Manage Information Technology contractor to ensure effective operation of computer systems.
- Liaise with the landlord concerning the leased PLANS office space.

QUALIFICATIONS:

- Administrative experience in a management or supervisory role
- Proven capacity for positive engagement with volunteers and diverse groups of people
- Ability to prioritize and manage time to effectively meet deadlines/situations.
- Detail oriented and organized with critical thinking and problem-solving skills.
- Strong communication skills: writing, oral communication, making presentations.
- Proficient in Microsoft Office/365, Zoom and social media.
- Have or be willing to achieve qualification as a PLANS Emergency Search Specialist.
- Be present in the Kentville office as required for effective access by clients and volunteers.
- Capable of minimal lifting of packages, office organization, setting up information booths
- Have reliable transportation and be willing to travel within Nova Scotia.
- Provide and maintain a Criminal Record and Vulnerable Sector Check during the term of employment.

Project Lifesaver Association of Nova Scotia (PLANS)

35 Webster St; Suite 201 Kentville, NS B4N 1H4