



WHITE BUFFALO ABORIGINAL AND METIS HEALTH SOCIETY

December 13th, 2013

Jeanie Cardinal is the Manager of Operations/Director of Programs and reports to the Management Specialists and Board of Directors of the Society. Jeanie has successfully fulfilled the Manager of Operations/Director of Programs responsibilities for over three years with the society.

Objectives:

The Program Director oversees the coordination and administration of all aspects of an ongoing program including planning, organizing, staffing, leading, and controlling program activities.

Duties:

The Manager of Operations performs a wide range of duties including some or all of the following:

Plan the program

- Plan the delivery of the overall program and its activities in accordance with the mission and the goals of the organization
- Develop new initiatives to support the strategic direction of the organization
- Develop and implement long-term goals and objectives to achieve the successful outcome of the program
- Present program and agency needs to the Board of Directors for annual budget development and operating plan to support the programs
- Develop funding proposals for the program to ensure the continuous delivery of services

Organize the program

- Ensure that program activities operate within the policies and procedures of the organization
- Ensure that program activities comply with all relevant legislation and professional standards
- Develop and/or maintain forms and records to document program activities
- Oversee the collection and maintenance of monthly reports of the programs for statistical purposes according to the confidentiality/privacy policy of the organization

Staff the program

- In consultation with the Management and Board of Directors, recruit, interview and select well-qualified program staff
- Implement the human resources policies, procedures and practices of the organization
- Ensure that personnel files for the program are properly maintained and kept confidential
- Ensure that all program staff receive an appropriate orientation to the organization and the programs

Lead the program

- Ensure all staff members receive orientation and appropriate training in accordance with organizational standards
- Supervise program staff by providing direction, input and feedback
- Communicate with clients and other stakeholders to gain community support for the program and to solicit input to improve the program
- Participate on local and provincial committees representing organizational priorities and perspectives for the advancement of the society and Aboriginal peoples
- Liaise with other managers and board of directors to ensure the effective and efficient program delivery
- Coordinate the delivery of services among different program activities to increase effectiveness and efficiency

Control the program

- Write reports on the program for funders
- Communicate with funders as outlined in funding agreements and negotiate amendments when necessary
- Ensure that the program operate within the approved budget
- Monitor and approve all budgeted program expenditures
- Ensure all receipts and expenditures are reported to the financial manager
- Work collaboratively with the Financial Manager to ensure all financial reports and supporting documentation for funders are prepared as outlined in funding agreements
- Monitor the program activities on a regular basis
- Report findings and share information with Management and Board of Directors along with any recommend changes to enhance the program, as appropriate

Qualifications

Education

- Minimum of 3 years experience in a Management role
- Background in non-profit society experience
- Background in working within Aboriginal peoples in social or health experiences

Knowledge, skills and abilities

- Knowledge of program management
- Knowledge of Aboriginal and marginalized client groups and/or issues related to the program area

Proficiency in the use of computers for:

- Word processing competency
- E-mail
- Internet

Personal characteristics

The Manager of Operations should demonstrate competence in some or all of the following:

- **Behave Ethically:** Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problems