

## OPERATIONS MANAGER

Full Time Position – Edmonton, Alberta  
Closing date: March 15, 2026

**Native Counselling Services of Alberta’s mission is to promote the resilience of the indigenous individual and family, through programs and services that are grounded in reclaiming our interconnectedness, reconciliation of relationships and self-determination.**

Native Counselling Services of Alberta (NCSA) is committed to providing culturally relevant and holistic support services for/in our Indigenous Healing Lodge, supporting staff and residents. The Operations Manager also coordinates the activities of the staff including orientation, training and scheduling of shifts. The individual we are looking for will be committed to supporting the central parole staff and primary workers in the facility and case management. The individual will be responsible to ensure the day-to-day operations are followed and that staff are trained to ensure they follow their role.

Specific responsibilities of the position include:

- To be responsible for staff by ensuring schedules are in place, schedules are followed to meet security standards.
- To ensure that security related programs are implemented and act as a team lead for the primary staff.
- By acting as a resource for NCSA management team, including participating on relevant committees, attending meetings and acting as a representative of the healing lodge as maybe required from time to time.

Our ideal candidate would have the following qualifications:

- **In-depth experience and working knowledge of Indigenous communities, cultures, healing and language.**
- Demonstrated understanding of historic trauma and the impact of colonization on Indigenous people.
- Good working knowledge of computers and information technology.
- Should have a basic understanding of the operations of Child and Family Services, Justice and Court systems, corrections, housing and income supports is an asset.
- Having previous supervisor experience is an asset.
- Ability to work as a team with excellent written and verbal communication skills. To be dependable, maintain confidentiality, build working relationships with staff and residents.
- Must be prepared to learn NCSA Resiliency Model and agree to be fully immersed in the model with interactions with staff, residents’ community and government agencies.
- Ability to represent NCSA in a professional manner, dress appropriately for the position.
- Must have a reliable vehicle, valid Alberta driver’s license with required insurance for the position.
- Must provide current criminal record check, child intervention check and able to pass CSC Security clearance in order to maintain employment.

Starting salary- \$55,000.00 - \$65,000.00 annual based on experience

**Please forward your resume and cover letter to:**

Marg Milicevic, Manager, Human Resources

Email: [careers@ncsa.ca](mailto:careers@ncsa.ca)

Thank you for your interest in joining the NCSA team. Only candidates selected for an interview will be contacted. We are committed to providing a workplace that is inclusive and accessible to all. Should you require accommodation during the hiring process, please contact our Human Resource team.