



Job Description

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| Job Description | Senior Manager, Operations |
| Department | Operations |
| Reports To | Director, Operations |

The Role

The Senior Manager, Operations provides senior leadership and oversight across multiple facilities within the Community Builders portfolio. This role is responsible for operational excellence, team leadership, and ensuring consistent service delivery aligned with Community Builders' mission, values, and strategic objectives. The Senior Manager plays a critical role in fostering organizational culture, standardizing best practices, supporting management development, and serving as a key connector between frontline realities and systems-level solutions.

Major Responsibilities

Operational Oversight

- Ensure the consistent, high-quality implementation of Community Builders' policies, procedures, and service standards across assigned sites.
- Work collaboratively with site-based leadership (Operations Managers, Coordinators, etc.) to support smooth day-to-day operations and resident care.
- Identify and address systemic issues across programs to drive improvements in service quality and operational sustainability.
- Lead and support the response to complex resident issues, staff crises, or emergent site needs when escalated.

Leadership and Team Development

- Lead with professionalism, emotional maturity, and empathy—providing calm, grounded guidance during crises or high-stress situations.



- Mentor and develop Operations Managers and Coordinators, ensuring strong supervision structures, clear performance expectations, and opportunities for leadership growth.
- Conduct staff evaluations (probationary and annual), and support performance management, staff discipline, and engagement as needed.
- Ensure team alignment with organizational goals through effective communication, coaching, and regular check-ins.

Strategic Integration and System Thinking

- Act as a systems thinker—recognizing patterns across sites and implementing sustainable, scalable solutions.
- Collaborate with the Senior Director to contribute to long-term planning, organizational priorities, and policy development.
- Promote cross-functional learning and consistency across sites by sharing insights, standardizing practices, and championing best practices.

Stakeholder Relations and Representation

- Serve as a key liaison with property management, funders, health partners, and other community stakeholders.
- Attend partner, health authority, and system-of-care meetings to represent Community Builders' interests and promote collaborative service delivery.
- Contribute to building Community Builders' reputation through respectful, informed, and accountable relationship management.

Program Compliance and Reporting

- Monitor compliance with funder requirements and internal standards.
- Support data collection, reporting, and evaluation efforts across sites.
- Ensure that metrics, reports, and documentation are submitted in a timely and accurate manner.



Qualifications and Experience

- Minimum four years of progressive leadership experience in mental health, housing, addictions, or related social services, or an equivalent combination of education and experience.
- Proven ability to lead multidisciplinary teams in complex service environments.
- Valid BC Driver's License and access to a reliable vehicle; ability to travel locally as needed.
- Availability to participate in a rotating after-hours on-call schedule.
- Master's degree in a relevant field (e.g., Social Work, Public Health, Nonprofit Leadership, Psychology, or a related discipline).

Key Competencies and Attributes

- Demonstrates resilience, emotional regulation, and sound judgment in challenging situations.
- Models integrity, reliability, and calm under pressure.
- Engages in reflective practice and responds constructively to feedback.
- Prioritizes system-wide impact.
- Supports other managers to lead effectively by guiding and modelling a positive leadership style.
- Communicates with clarity and purpose to influence organizational direction.
- Fosters psychological safety and team-based success.
- Seeks input across levels and functions; values diverse perspectives.
- Encourages shared leadership and transparent communication.
- Connects frontline experiences to strategic goals.
- Understands the implications of organizational decisions across roles and systems.
- Embraces continuous learning and adapts based on reflection and evolving needs.