Job Title: Chief Operating Officer (COO)

Union of Medical Care and Relief Organizations – Canada (UOSSM Canada)

Location: Mississauga, Ontario, Canada
Position Type: Full-Time, Executive Leadership
Reports To: Chief Executive Officer (CEO)
Organization: UOSSM Canada

About UOSSM Canada

The Union of Medical Care and Relief Organizations – Canada (UOSSM Canada) is a humanitarian medical organization dedicated to providing lifesaving healthcare and strengthening health systems in crisis-affected and underserved communities.

Through partnerships with local medical professionals, international organizations, donors, and humanitarian agencies, UOSSM Canada supports the delivery of essential medical services, strengthens healthcare infrastructure, and responds to urgent humanitarian needs.

Our work is guided by the fundamental humanitarian principles of humanity, neutrality, impartiality, and independence.

Position Overview

UOSSM Canada is seeking an experienced, strategic, and results-driven Chief Operating Officer (COO) to provide executive leadership and oversee the organization's day-to-day operations.

Reporting to the CEO, the COO will play a central role in translating the organization's strategic priorities into actionable operational plans, ensuring organizational effectiveness, strengthening internal systems, and overseeing the successful implementation of programs and initiatives.

The successful candidate will provide integrated oversight of organizational operations, programs, finance, human resources, administration, risk management, and compliance, ensuring that all departments operate efficiently, transparently, and in alignment with the organization's mission and strategic objectives.

The COO will work closely with the CEO, senior management, and the Board of Directors to strengthen institutional capacity, promote accountability, and support the organization's sustainable growth.

Key Responsibilities

1. Executive Leadership and Strategic Implementation

- Support the CEO in translating the organization's strategic plan into operational priorities, annual work plans, and measurable objectives.
- Lead the implementation of organizational strategies and ensure alignment across all departments and offices.
- Provide strategic advice to the CEO on operational challenges, organizational development, and opportunities for growth.
- Establish performance indicators and accountability mechanisms to monitor organizational progress.
- Identify operational gaps and lead continuous improvement initiatives.

2. Organizational and Operational Management

- Oversee the organization's day-to-day operations, ensuring effective coordination between headquarters, field offices, and implementing partners.
- Develop, implement, and strengthen organizational policies, procedures, SOPs, and internal control systems.
- Ensure efficient allocation and utilization of organizational resources.
- Strengthen administrative systems, procurement processes, logistics, and operational workflows.
- Lead organizational risk management and business continuity planning.

3. Programs Management and Oversight

- Provide executive oversight of program operations, ensuring effective planning, implementation, monitoring, and reporting.
- Ensure programs are delivered in accordance with approved budgets, donor agreements, organizational policies, and humanitarian standards.
- Strengthen program quality, accountability, monitoring, evaluation, and learning systems.
- Ensure effective coordination between programmatic and financial departments.
- Support the development of new programs and expansion into strategic humanitarian response areas.
- Monitor implementation challenges and ensure timely corrective action.

4. Financial Oversight and Accountability

- Work closely with the Finance Director to ensure sound financial management and organizational accountability.

- Oversee the development and implementation of annual operating budgets and financial forecasts.
- Ensure effective budget monitoring, expenditure controls, and financial reporting.
- Strengthen internal financial controls and ensure compliance with Canadian regulatory requirements and donor regulations.
- Support financial sustainability, resource optimization, and organizational growth.

5. Compliance, Risk Management, and Governance

- Ensure organizational compliance with applicable Canadian laws and regulations, CRA requirements, donor agreements, and relevant international standards.
- Oversee organizational compliance frameworks, due diligence, safeguarding, and risk management systems.
- Ensure appropriate documentation, internal controls, and audit readiness across all operations.
- Support the CEO in implementing Board decisions and maintaining effective governance practices.
- Identify and mitigate operational, financial, legal, and reputational risks.

6. Human Resources and Organizational Development

- Provide oversight of human resources management, workforce planning, and organizational development.
- Strengthen recruitment, performance management, staff development, and employee accountability systems.
- Foster a collaborative, professional, and results-oriented organizational culture.
- Support leadership development and strengthen management capacity across departments and field offices.
- Ensure consistent application of HR policies and employment practices.

7. Partnerships and Organizational Growth

- Support the CEO in strengthening relationships with institutional donors, UN agencies, international NGOs, and strategic partners.
- Identify opportunities to strengthen the organization's operational presence and implementation capacity in humanitarian response locations.
- Support the development of strategic partnerships and institutional funding opportunities.
- Represent the organization in relevant operational and coordination meetings when delegated by the CEO.

Required Qualifications and Experience

- Master's degree in Business Administration, Public Administration, International Development, Management, or a related field. A relevant bachelor's degree combined with substantial executive experience may also be considered.
- Minimum 10 years of progressive management experience, including significant senior leadership or executive-level responsibilities.
- Demonstrated experience overseeing complex organizational operations, preferably within the humanitarian, international development, or nonprofit sector.
- Proven experience managing multidisciplinary teams and coordinating operations across multiple offices or countries.
- Strong understanding of financial management, budgeting, internal controls, and organizational compliance.
- Experience with institutional donors, including UN agencies, government funding, and international humanitarian organizations, is highly desirable.
- Demonstrated experience developing organizational policies, procedures, SOPs, and accountability frameworks.
- Strong knowledge of Canadian nonprofit governance, regulatory, and compliance requirements.
- Excellent leadership, strategic planning, problem-solving, and decision-making skills.
- Exceptional communication, interpersonal, and stakeholder management abilities.
- Ability and willingness to travel internationally when required.

Core Competencies

The ideal candidate will demonstrate:

- **Strategic Leadership:** Ability to translate organizational vision into practical and measurable results.
- **Operational Excellence:** Strong ability to establish efficient systems, processes, and organizational structures.
- **Accountability and Integrity:** Commitment to transparency, ethical leadership, and responsible resource management.
- **Adaptability:** Ability to operate effectively in complex, rapidly changing humanitarian environments.
- **Collaborative Leadership:** Ability to build strong relationships, empower teams, and foster cross-departmental collaboration.
- **Results Orientation:** Strong focus on measurable outcomes, organizational performance, and continuous improvement.
- **Humanitarian Commitment:** Genuine dedication to humanitarian principles and serving vulnerable communities.

What We Offer

- An opportunity to contribute to a meaningful humanitarian mission.
- A senior executive leadership role with significant organizational impact.
- The opportunity to strengthen institutional capacity and contribute to the organization's long-term strategic growth.
- A collaborative environment working with dedicated professionals and humanitarian partners.

How to Apply

Interested candidates are invited to submit their resume and a cover letter outlining their relevant experience, leadership approach, and suitability for the position.

Application Email: y.zaghloul@uossm–canada.org
Application Deadline: November 27th, 2026

UOSSM Canada is committed to fostering an inclusive and respectful workplace. We welcome applications from qualified candidates who share our commitment to humanitarian service and organizational excellence.

Only shortlisted candidates will be contacted.