

Job Title: Chief Operating Officer

The Chief Operating Officer works with the Chief Executive Officer (Executive Director) and the senior management team to provide leadership and ensure the organizational processes are in alignment with the mission, vision, values, strategic directions and program outcomes of inclusion Powell River Society. The COO will manage and supervise the activities of the Finance, Human Resources and Administration divisions for inclusion Powell River and its subsidiary organizations in order to ensure the exceptional delivery of programs and services through effective and efficient management of its systems, processes and reporting. All systems and processes will meet the requirements of the CEO, inclusion Powell River's Board and all subsidiary Boards, GAAP, auditors, funders and accrediting bodies.

The COO will be required to work in close communication with the CEO, the Finance Committee(s) of the inclusion Powell River Board of Directors and its subsidiary companies. Reporting will be both timely, accurate and provide the decision making bodies with accurate information to make effective decisions. Excellence in service delivery is the expected outcome of Human Resources and labour relations matters that are dealt with consistently, respectfully and in keeping with the collective agreement, policies and practices of inclusion Powell River. Human Resource practices will continue to ensure that inclusion Powell River is a workplace where there is a positive and diverse group of employees that understand the expectations of their job and are held accountable for meeting those expectations in a fair and equitable manner.

The COO will initiate and support the development of new programs, services and enterprises that ensure the sustainability of the organization without compromising the integrity of the organizations mission and vision. The COO participates in expansion activities (investments, acquisitions, corporate alliances, etc. and assists in the management of relationships with partners and vendors.

The COO stays current with best practices and current legislation in both the finance and human resources sector in Canada.

KEY DUTIES AND RESPONSIBILITIES:

Finance

1. Is responsible to plan, organize and direct the provision of financial services for inclusion Powell River and its subsidiary companies for both existing and new programs, services and social enterprises.
2. Ensure there are timely and accurate Income statements, Balance Sheets, A/R and A/P reports and cash flow statements prepared monthly for all entities as requested by the CEO. Ensures accurate and timely payment of all invoices. Analysis of accounts and budget variances are prepared monthly or as agreed upon for all corporate entities.

Coaches and supports Managers with their program budget in order to ensure excellent budget management.

3. Oversees orderly management of all documents and records and the recording of income and expenses, all journal and ledger entries, bank reconciliations and bank, account activity and other accounting and financial practices. Ensures financial recording accuracy and compliance with generally accepted accounting principles (GAAP) and established accounting standards, procedures and internal controls. Investigates and corrects or reports unusual or questionable entries or account balances. Reports updates to the Chief Executive Officer (Executive Director), Treasurer of the Board(s) and Finance Committee(s).
4. Manages and negotiates expenditures to ensure the most cost effective use of the organizations resources.
5. Supports the CEO and Program Directors with renewal and develop of new contracts. Assists with follow up with funders or other sources to ensure adequate resources are available to meet commitments.
6. Participates as an active member of the Board of Director's Finance Committee. Presents monthly financial reports highlighting the current financial status of the agency and any changes impacting this status. Brings forward recommendations for planned expenditures and any potential liabilities to the CEO and makes recommendations for improvements to financial practices.
7. Ensures requests for financial data from funders are met in an accurate and timely manner. Project management accounting is in place where appropriate.
8. Oversees the administration of payroll and scheduling departments to ensure systems are integrated and run efficiently. Oversees staff schedules to ensure highest return of quality services within the budget. Anticipates staffing and/or schedule changes prompted by emerging needs or changes in program delivery. Works with the leadership team to develop proposals and suggestions for new schedules that ensure client needs are kept central to decision making. Analyses costs associated with proposals and makes recommendations to the leadership team that support optimum levels of service to meet identified needs. Ensures schedules are updated in centralized filing systems so that they are accurate and accessible.
9. Accurate annual budgets are prepared annually by Jan. 31. Budgets are used to support the management of income and expense during the year. Accuracy of budgets will reflect the effectiveness of the process.
10. Oversees the maintenance and replacement of vehicles for the use of program staff in order to ensure the safety of the people we serve and our employees.

Human Resources

1. Provides leadership in the development of human resources policies and procedures and the implementation of same. Ensures policies and procedures are thoughtfully integrated with the collective agreement, are consistent with all legislative requirements, enhance fair and equitable practices and will further inclusion Powell River's ability to provide responsive and individualized support services to children, adults with developmental disabilities and acquired brain injuries. Supports inclusion Powell River in maintaining excellent employee/employer relations that are congruent with the mission, vision and values of inclusion Powell River and that forward the agency's strategic goals.
2. Reviews, updates and develops job descriptions as needed in consultation with the leadership team. Ensures that job descriptions are relative to each other and meet the requirements of the joint union and employer specifications for correct placement on the wage grid and any other requirements of the collective agreement, CARF standards and accountability processes.
3. Ensures that recruitment and hiring practices adhere to guidelines developed in conjunction with the inclusion Powell River leadership team and meet the requirements of the collective agreement. Analyzes and advises the leadership team with regards to the optimum balance of new hires and overtime costs. Ensures staffing levels meet the requirements of the agency and manages recruitment to meet ongoing as well as new and emerging needs.
4. Maintains a performance appraisal system that follows best practices and is both efficient in use of manager time to complete and effective in supporting staff to deliver high quality services. Ensures that the performance appraisal system can be used fairly and consistently across the agency for scoring internal postings and for guiding the agency training plan. Ensures that all leaders are well versed in and competent in completing performance reviews to ensure consistency throughout the agency.
5. Ensures the implementation of an effective and efficient orientation system for all new employees to inclusion Powell River and for employees moving to new worksites. Oversees the tracking of orientation checklists and ensures completion. Supports leaders to provide effective and efficient orientation. Monitors and evaluates amount and quality of orientation being provided in order to improve the efficiency and effectiveness of the employees.
6. Provides leadership and chairs the Labour Management Committee. Works with the Senior Management Team and the Union to resolve labour relations issues, grievances and disputes.
7. Provides leadership and chairs the Health and Safety Committee in collaboration with the union.

REQUIRED QUALIFICATIONS:

Post secondary education in Business or Financial Management and a Charter Professional Accountant designation. Certificates in financial management for non-profit organizations, human resource management, and IT are considered an asset.

10 years of leadership experience providing advice and guidance to senior leadership.