

## **JOB DESCRIPTION**

### **Director of Operations**

Organization: Hiyám Housing  
Position Status: Full-time (40 hours per week)  
Primary Office Location: 336 West 4<sup>th</sup> Street, North Vancouver, BC

#### **Background**

Hiyám ta Skwxwú7mesh Housing Society is a not-for-profit society that has been established by the Skwx wú7mesh Nation to act as an independent, arm's-length organization to provide subsidized and affordable housing for Squamish Nation members. The Society's mission is building, maintaining, and overseeing safe, equitable, and affordable housing for all Squamish people.

#### **Position Objective**

Hiyám Housing has created a non-profit organization of excellence that welcomes a new vision and leadership, while building on the successes of the past. The Director of Operations must have the ability to take Hiyám to the next level and manage existing commitments.

The primary undertaking for the Director of Operations is to increase opportunities for Skwx wú7mesh members to live full lives by providing high-quality, well-managed affordable housing and a range of supportive services. They will also work to increase Hiyám's ability to help members achieve stability through an array of culturally appropriate resident supports and services that address specific barriers that affect our target populations.

This position will report to the CEO, and work cooperatively with the executive team with whom they are expected to collaborate and interact regularly. This position will support the Hiyám team in successfully delivering the broad spectrum of affordable housing programs and social-purpose real estate developments Hiyám Housing undertakes.

## **Responsibilities**

### **1. Program Design & Implementation:**

- Lead the design, implementation, and management of supportive housing programs with integrated wrap-around services to enhance resident stability and well-being.
- Develop and enforce policies and procedures to ensure program quality, compliance, and safety.
- Collaborate with Human Resources on the recruitment, hiring, and onboarding of staff.
- Oversee staff training and development, ensuring alignment with Hiyám Housing's values and operational goals.
- Conduct research into best practices for supportive housing providers, emphasizing safety and cultural sensitivity for our target populations.
- Partner with Squamish Nation departments to deliver services that meet the needs of residents.
- Collaborate with Program Managers and Cultural Manager to integrate cultural programming into housing initiatives.

### **2. Operational Systems & Reporting:**

- Design, implement, and maintain internal reporting systems, policies, and procedures that support operational efficiency and transparency.
- Ensure compliance with operational agreements and timely submission of all funding reports.
- Monitor and evaluate organizational goal progress in alignment with strategic plans set by the CEO, Board of Directors, and Squamish Nation Council.

### **3. Leadership & Staff Development:**

- Support the development and implementation of performance planning systems for teams and individual staff members.
- Foster a culture of collaboration, professionalism, and growth within the team.
- Design and facilitate comprehensive training programs for staff, focusing on operational procedures, Squamish Nation values, and community-centered care.

### **4. Financial Management & Budget Oversight:**

- Lead the preparation of operational budgets for new developments and work closely with the finance team to secure budget approval.
- Manage housing program services related to subsidies and home loan programs.
- Collaborate with the Director of Finance to ensure sound fiscal management and accountability across all projects.

**5. External Relations & Partnership Development:**

- Cultivate and maintain strong relationships with funders, housing agencies, non-profits, and for-profit organizations to leverage resources and funding.
- Build partnerships that support Hiyam Housing's mission and enhance its ability to deliver impactful services to the community.

**6. Community & Legislative Awareness:**

- Stay informed about community trends, needs, and emerging issues that may affect the organization's programs and services.
- Monitor legislative, policy, and regulatory changes at local, provincial, and federal levels that impact Hiyam Housing's operations.

**7. Administrative Oversight:**

- Lead the training and support of administrative staff in rental calculations and related operational tasks.
- Prepare and present regular reports on housing data, financial performance, and other key metrics.

**Required Knowledge, Abilities and Skills**

- **Proven Leadership:** Demonstrated success in improving operational efficiency, enhancing service delivery, and driving organizational growth, with an emphasis on people management, compliance, and change management.
- **Financial & Budget Management:** Strong experience in financial oversight, budget creation, and resource allocation, with a focus on accountability and sustainability.
- **Stakeholder Management:** Excellent relationship-building skills, with experience engaging internal and external stakeholders, including staff, families, clients, Indigenous communities, healthcare professionals, and funders.
- **Non-Profit & Indigenous Knowledge:** In-depth understanding of leadership and management principles within non-profit organizations, particularly in the context of Indigenous communities.
- **Legislative & Policy Awareness:** Familiarity with federal and provincial legislation applicable to non-profits and Indigenous organizations, with an ability to navigate and apply relevant policies.
- **Community-Centered Approach:** Ability to build a culture that supports a relationship-based, client-centered practice, ensuring residents' needs are met from survival to wellness.

- **HR & Financial Management:** Solid understanding of human resources and financial management principles, with the ability to develop and manage performance systems, budgets, and compliance standards.
- **Technology Proficiency:** Strong computer skills, particularly in office automation software (MS Office Suite, Excel, Word, PowerPoint), and familiarity with database management and reporting tools.

### **Candidate Qualifications/Experience:**

Cultural awareness and respect for Indigenous values and knowledge systems (knowledge of Squamish Nation is a plus)

Experience: Minimum of 4 years of progressive experience and leadership with Indigenous affordable housing organizations with functions including development, ownership, asset management, construction, and site-based services.

Education: An undergraduate degree is required. A graduate degree in business, finance, urban planning, real estate development, or a related field is preferred.

### **Salary and Benefits**

As well as a competitive base salary dependent on the number of years of experience, we also offer corporate benefits:

- A generous compensation package which includes extended health and dental benefits and a superb pension plan
- Access to professional development funds and opportunities for career development
- Annual salary \$100,000 to \$110,000

Your cover letter and resume should be submitted as one document in your profile when applying for this position. Please submit both documents to [jgontier@hiyamhousing.com](mailto:jgontier@hiyamhousing.com)

*Hiyám ta Skwxwú7mesh Housing Society is an equal opportunity employer*