

JOB DESCRIPTION

Senior Manager of Operations

Organization: Hiyám Housing
Position Status: Full-time (40 hours per week)
Primary Office Location: 336 West 4th Street, North Vancouver, BC
Reports to: COO

Background

Hiyám'ta Skwxwú7mesh Housing Society is a not-for-profit society established by the Skwxwú7mesh 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 to build, maintain, and oversee safe, equitable, and affordable housing for all Squamish people.

Position Objective

The Senior Manager of Operations plays a key role in ensuring the effective and culturally grounded operation of Hiyám' Housing's housing and support programs. Reporting to the Director of Operations, this position provides hands-on leadership to program teams, ensures quality service delivery, and supports the implementation of strategic and operational initiatives.

The Senior Manager of Operations is responsible for translating organizational goals into operational success, ensuring that programs are effectively managed, staff are well-supported, and residents receive culturally appropriate, responsive, and trauma-informed support. This position will work collaboratively with department leaders, cultural advisors, and Squamish Nation partners.

Responsibilities

1. Program Oversight & Service Delivery

- Oversee day-to-day operations of housing and support programs, ensuring consistency, safety, and cultural appropriateness.
- Support the implementation of wrap-around services for residents in collaboration with internal staff and external partners.
- Monitor program performance, resident engagement, and service outcomes, providing regular feedback and updates to the Director of Operations.

- Ensure effective communication between frontline teams and senior leadership.

2. Team Leadership & Development

- Supervise program managers, site supervisors, and other operational staff, fostering a collaborative and accountable workplace.
- Conduct performance evaluations, identify training needs, and mentor emerging leaders within the organization.
- Promote Squamish values and cultural humility in staff development, service delivery, and team-building.

3. Operational Coordination & Compliance

- Implement operational policies, procedures, and systems as directed by the Director of Operations.
- Ensure compliance with funder agreements, safety standards, and internal protocols.
- Contribute to data collection, analysis, and reporting processes, including incident tracking and service utilization.

4. Administrative & Financial Support

- Assist in preparing and managing operational budgets in coordination with the Director of Operations and Finance team.
- Monitor expenses and resource use within assigned programs and services.
- Participate in the development of proposals and reports for funders, community partners, and leadership.

5. Cross-Functional & Community Collaboration

- Liaise with Squamish Nation departments and community organizations to support resident needs and integrate services.
- Represent Hiyám' Housing in working groups, collaborative networks, and public forums as appropriate.
- Champion the inclusion of Indigenous knowledge and traditions in housing and support practices.

Required Knowledge, Skills, and Abilities

- Demonstrated ability to lead operational teams in a housing or social service setting, preferably with Indigenous communities.
- Strong understanding of trauma-informed, harm-reduction, and culturally safe practices.
- Excellent organizational and problem-solving skills; capable of managing multiple priorities under pressure.
- Effective written and verbal communication skills, including experience writing reports and delivering presentations.
- Comfortable working in a collaborative leadership environment and following the strategic direction of senior leaders.
- Solid understanding of operational policies, health and safety standards, and funder reporting requirements.
- Familiarity with Residential Tenancy Act

Qualifications and Experience

- Minimum 3 years of progressive experience in operational or program management within housing, Indigenous services, or social service environments.
- Experience supervising staff, managing performance, and building cohesive teams.
- Understanding of Squamish Nation history, culture, and governance structures (or a strong commitment to learning).
- Post-secondary education in social work, public administration, Indigenous studies, business, or a related field (or equivalent lived and professional experience).
- Strong computer literacy, including Microsoft Office and reporting software.

Assets

- Lived experience as an Indigenous person, particularly from the Sk̓wx̓wú7mesh Nation.
- Knowledge of Indigenous housing policy, urban Indigenous issues, and funding streams related to affordable housing.
- First Aid, Naloxone, and other certifications related to supportive housing work.

Working Conditions

- Work is conducted in office and tenant housing environments
- Exposure to emotionally challenging situations may occur
- Occasional evening or weekend work may be required
- Successful completion of a criminal record check and other required clearances

Salary and Benefits

A generous compensation package that includes extended health and dental benefits and a superb pension plan.

- Access to professional development funds and opportunities for career development
- Rate of Pay: \$100,000 to \$110,000 annually

Combine your cover letter and resume into a single document and submit it as your resume to HR@hiyamhousing.com.

CLOSES: August 3, 2026 at 4:00 p.m.