



Opportunity Profile

DIRECTOR OF OPERATIONS
RUTH & NAOMI'S MISSION

EXECUTIVE SUMMARY

Ruth & Naomi's Mission (RAN) is searching for a motivated, operational leader with leadership, project management and exceptional communication skills to join their team as Director of Operations.

As the right-hand person to the Executive Director, the Director of Operations oversees operational activities at every level of the organization including all departments and the programs they support (Shelters, Interchange, Oasis Recovery, Family Centre, New Hope and Wellness Clinic). The role will include formulating strategy, improving performance and effectiveness, establishing and maintaining relationships and expanding resources and securing compliance with outside agencies or stakeholders as it relates to the overall programming and services RAN provides. This role will require a collaborative approach, offering direction and mentorship to the Lead Team and Department Managers.

The Director of Operations will be responsible for the quality of the programs operating within RAN and how they support the continuum of care to meet the overall organizational goal of transforming lives. This position will work to strategize efficient process improvements, ensuring all departments work cohesively to achieve measurable results as RAN's clients and residents take steps forward in their individual journeys.

If you are an operational leader with a passion for teamwork and collaboration, and you are motivated to see lives improved through RAN's services, we would love to hear from you.





OUR STORY

Ruth & Naomi's Mission has been in Chilliwack for over twenty years. From handing out sandwiches to the unhoused in downtown Chilliwack, we have grown to encompass three locations in Chilliwack and close to 100 staff. We operate seven days a week; twenty four hours a day. In our community of Chilliwack, we serve meals each day, provide shelter for people every night and support people in our bed-based recovery programs for men and women – just to name a few of our services.

Ruth & Naomi's Mission is a Christian faith-based organization with a vision and commitment to see the lives of people experiencing homelessness, poverty and struggling with addiction transformed by the love of God.

OUR IMPACT

- Supporting 28 men and women in residential addiction recovery
- Serving 380 meals per day, and providing 24/7 care
- Operating rooms for 59 individuals stepping out of homelessness and into supportive housing
- Managing 36 apartment units for low-income families with security and supports
- Offering 100+ shelter beds each night, and provisions for basic hygiene and clothing needs

KEY RESPONSIBILITIES

- Ensure all operations are aligned with the organizational values and objectives, maintaining structure and a unified vision between the departments at each location.
- Fiscally responsible for all programs; managing budgets and forecasts.
- Identify gaps and develop/maintain programs to strengthen the continuum of care across all departments.
- Improve operational management systems, processes and best practices to increase effectiveness and efficiencies.
- Provide recommended strategic plans and reviews; prepare and complete action plans in partnership with the Executive Director and key stakeholders.
- Be curious, looking for opportunities to increase quality of client and resident care.





- Work with HR to plan/review compensation actions; provide support in enforcing policies and procedures.
- Responsible to oversee department managers (recruit with HR support, train, delegate, schedule, coach, review and discipline) for all key departments.
- Working with HR, develop succession plans for leadership roles.
- Provide consistent, high-level communication to the Executive Director.
- Update job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional organizations.

SKILLS & ABILITIES

Leadership & Management: Proven ability to lead and manage teams, develop talent and foster a positive work environment.

Operational Efficiency: Expertise in process optimization, resource management and implementing operational improvements.

Strategic Planning: Strong strategic planning skills, with a focus on long-term growth and sustainability.

Financial Acumen: Proficiency in budgeting, financial analysis and financial reporting.

Communication: Excellent verbal and written communication skills with the ability to interact effectively with all levels of the organization.

Analytical Skills: Strong problem-solving skills with the ability to analyze data and make informed decisions.

Project Management: Experience in planning, executing and overseeing projects, with a track record of successful project completion.

Technological Proficiency: Familiarity with ERP systems and other operational management software.

Customer Focus: Commitment to delivering high-quality customer service and ensuring customer satisfaction.

Adaptability: Ability to adapt to changing business environments and handle multiple priorities.

QUALIFICATIONS

- Bachelor's Degree (or equivalent) in operations management, business administration or a related field.
- Proven work experience as an Operations Manager, or a minimum of 5 years' in a similar management role.
- Fully aligned with the mission and convictions of the organization.
- Experience with budgeting and forecasting.
- Familiarity with business and financial principles.
- Experience working with the marginalized, vulnerable populations, those unhoused, those struggling with addiction or various mental health challenges is an asset.

OUR SEARCH TEAM



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SHAWN PLUMMER
LEADING THE SEARCH

Shawn is an executive leader who has a 23-year track record developing deep relationships and respect within his broad network of international organizations and business partners across Canada and around the world. Prior to joining Nelson/Kraft & Associates, Shawn spent 13 years working with Food for the Hungry Canada with the last six years as President & CEO. With invaluable program and leadership experience, a history of managing large teams, as well serving as a board member himself, Shawn is excited to come alongside our clients to ensure they have the right leader and leadership team in place.



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ALEXA KROEKER
SUPPORTING THE SEARCH

With extensive experience in executive and board assistance, Alexa combines her recruitment expertise with a keen understanding of organizational needs to build high-performing teams. She's adept at crafting compelling job descriptions and leveraging targeted advertising strategies to attract the best candidates for your organization. From the initial kickoff meeting, Alexa listens attentively to understand the nuances of your ideal candidate, ensuring a tailored and effective recruitment approach. Committed to excellence, Alexa is your go-to partner for successful talent acquisition, driving your organization towards greater success.

ESTIMATED SEARCH TIMELINE

While every search is dynamic and time frames are hard to predict, the following is an overview of the expected timeline and details for this search:

Location: Chilliwack, BC

Application Deadline: August 12, 2024

Short List Interviews: September 2024

Start Date: TBD

Salary Range: \$90,000-\$100,000

HOW TO APPLY

Apply online at nelsonandkraft.com/jobs with your cover letter and resume. You must be eligible to work in Canada.

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Nelson/Kraft & Associates Inc. also welcomes and encourages applications from candidates with disabilities. Accommodations are available on request for candidates taking part in the selection process. If you require disability-related accommodation during the recruitment process, please contact us.