

## Director of Operations: Position Profile Fairhaven Leadership Retreat Centre



The Director of Operations will serve as an extension of the Executive Director assisting in the organization's consistent achievement of its mission and vision and strategic plans as established by the Board of Directors. In particular, the Director of Operations is responsible for oversight and execution of the day-to-day operations of Fairhaven Leadership Retreat Centre, including maintenance and operation of facilities and infrastructure; supervision of staff and volunteers; and providing general assistance to the Executive Director as time and abilities allow.

### LEADERSHIP

- Provide coaching, guidance, and instruction to staff and volunteers as required to accomplish the responsibilities of this position.
- Model servant leadership giving expression to the mission and values of Fairhaven.
- Contribute to fostering a relational environment that is marked by shared, sensitive, and sustainable leadership.
- Maintain and cultivate strong working partnerships and collaborative arrangements with relevant organizations.
- Advise and assist the Executive Director on matters related to the administration of the organization.
- Participate in promotional events in support of the Executive Director.
- Offer coaching services consistent with the mission and values of Fairhaven as training, credentials, and time allow.

### PLANNING AND MANAGEMENT

- Evaluate the day-to-day delivery of programs and services, in light of the mission and values of the organization.
- Oversee the development, implementation, operation, and ongoing evaluation of:
  - The guest registration process,
  - Office administration operations,
  - Operation and maintenance of facilities,
  - Operation and maintenance of Fairhaven's VoIP and network systems,
  - Promotional material development and distribution,
  - Social media systems and operation,
  - Guest feedback process, and
  - Communications with guests, potential guests, supporters, and stakeholders.
- Oversee the planning, implementation, and evaluation of projects related to expansion and maintenance of facilities and infrastructure.
- Work with the Executive Director on long-term planning for the organization.
- Review policies and procedures at least annually, and draft updates and new policies, as required, for the review and approval of the Executive Director.
- Ensure that the operation of the organization is conducted efficiently and effectively, consistent with the mission and values of the organization.
- Identify and evaluate potential risks to the organization, clients, staff, and volunteers, and determine risk management strategies.
- Recommend appropriate and adequate insurance coverage for the consideration and approval of the Executive Director and the Board of Directors.

- Set up and maintain official records and documents, and ensure compliance with federal, provincial and local regulations.
- Ensure that personnel, client, donor, and volunteer files are securely stored and that privacy and confidentiality are maintained.
- Assist with arrangements for promotional and retreat events both off-site and on-site.
- Share the on-call responsibilities on a staff rotational-basis, including assistance with the after-hours needs of guest experiences and facility operations.

#### BUDGET AND FINANCE

- In collaboration with the Executive Director, assist in the development of an annual budget.
- Administer the funds of the organization according to the approved budget, manage accounts payable and receivable, and monitor the monthly cash flow of the organization.
- Work with the Accountant and Treasurer as required to help satisfy required accounting procedures.
- Assist the Executive Director with fundraising by researching funding sources, participating in the development of fundraising plans, writing grant proposals, and taking part in fundraising activities.

#### STAFFING

- Working closely with the Executive Director, the Director of Operations will assist in determining staffing requirements for the organization.
- Participate in the recruitment, interviewing and selection of staff.
- Ensure that all staff and volunteers receive an orientation to the organization and that appropriate training is provided.
- Advise the Executive Director in the implementation of the human resources policies, procedures and practices, and the establishment of a positive, healthy and safe work environment.

#### PERSONAL AND PROFESSIONAL DEVELOPMENT

- In keeping with the mission and values of Fairhaven, the Director of Operations will intentionally and consistently pursue personal and relational health; physically, emotionally, mentally, and spiritually in keeping with appropriate Sabbath rhythms.
- Acknowledging the shared relational and spiritual fellowship inherent in serving at Fairhaven, the Director of Operations will intentionally and consistently support the personal, relational, emotional, mental, and spiritual health of fellow staff members.