



## **Operations Manager – Daybreak Housing**

Since 1982, Daybreak Housing has been a place to call home for people who not only have difficulty finding affordable housing but also struggle with issues such as mental health, recovery from addictions, escaping abusive situations and limited life skills. Recently, Daybreak expanded its operation by opening two new houses to help support newcomers to Canada. We go beyond simply providing a physical home for our residents. Our exceptionally committed and caring staff work with individual residents and community-based support services to help them pursue opportunities and move toward independent living.

Daybreak Housing is seeking a dynamic and experienced full-time **Operations Manager** to oversee the day-to-day operations of the organization. Reporting to the Board of Directors, the **Operations Manager** is responsible for the effective operational management of Daybreak Housing and is accountable for the financial well-being and program goals of the organization. The **Operations Manager** is responsible for establishing relationships and partnerships with the City of Ottawa, various community support agencies, and donors. The ideal candidate will have a strong background in the non-profit housing services sector, as well as exceptional organizational and interpersonal skills. This position works a 37.5-hour week, plus on-call rotations.

### **KEY RESPONSIBILITIES**

- Provide management and oversight for the day-to-day operation and administration of Daybreak
- Interview potential residents and perform case management for residents, following the City's intake form and procedures such as the Homeless Individuals and Families Information System and the Service Prioritization Decision Assessment Tool
- Ensure the houses are properly maintained and that vacancies are minimized; prepare rooms in a timely manner for occupancy when vacancies occur
- Promote a safe, stable, orderly environment for residents
- Resolve critical issues within the houses and bring them to the attention of the Board as required
- Provide effective leadership to a team of three employees, leading by example and by maintaining a presence in the houses



- Implement and monitor financial and operational initiatives while meeting Daybreak's annual operating budget
- Develop and monitor resident programs and services consistent with the organization's needs
- Build and maintain strong, collaborative relationships with a broad range of stakeholders, including the City of Ottawa Housing Services, various community support agencies, other non-profit organizations, as well as Daybreak's individual and corporate funders
- Provide input to the Board of Directors on matters relating to human resources, finance, capital planning and community outreach.

### **QUALIFICATIONS and EXPERIENCE**

- Post-secondary degree or diploma in Social Work, Social Sciences, or Not-for-Profit Management, or an equivalent combination of education and related work experience
- 3-5 years' leadership and/or management experience
- Experience in developing, implementing and evaluating the effectiveness of housing support programs and services
- Experience in working with individuals experiencing mental health issues and/or drug and alcohol addiction
- Knowledge of budget setting and experience in meeting budget requirements
- Familiarity with the rules and regulations related to the Social Housing sector is an asset
- Bilingualism (French) is an asset

### **COMPETENCIES**

- Superior verbal and written communication skills, including the ability to communicate with multiple stakeholders including, donors, residents, community service providers, City staff, and the Board of Directors
- Ability to manage and resolve conflict effectively and proactively
- Instills and demonstrates teamwork and collaboration
- Motivates others and delegates effectively
- Proven ability to work under time constraints and prioritize tasks
- Demonstrates integrity, respect for others and values diversity
- Thinks analytically and strategically, while being open to differing perspectives



Daybreak offers a competitive salary (range \$85,000 to \$90,000) with full benefits, generous leave options and an Employee Assistance Program.

Due to the nature of the work, this position requires predominantly on-site presence at our head office location and in our houses. The successful candidate will be required to undergo a Vulnerable Sector check prior to hiring.

If you are interested in this position and in helping make a difference in homelessness prevention in Ottawa, please forward your resume and cover letter to the attention of [kate.moore@daybreakhousing.org](mailto:kate.moore@daybreakhousing.org) on or before July 26, 2024.

Daybreak thanks all interested applicants, however only those under consideration will be contacted.