



## **JOB DESCRIPTION**

### **CHIEF OPERATING OFFICER**

#### **ROLE:**

The Chief Operating Officer is responsible for the daily operation of the CHANCES organization. Reporting directly to the Executive Director, the key responsibility areas include operational and human resource management oversight of the finance function and policy development within areas of responsibility.

#### **RESPONSIBILITIES:**

##### **1. Administration/Financial Management**

- Ensure compliance with the Financial Policies approved by the Board of Directors;
- In consultation with the Treasurer of the Board, works with the CFO to prepare annual budgets for Board approval;
- Administer the funds of the organization according to the approved budget and with the assistance of the CFO, monitor the monthly cash flow of the organization;
- Assist in the management of donor relations;
- Oversee the yearly negotiation of health care premiums;
- Negotiate and sign all contracts and agreements of the organization (i.e. Mortgages, insurances, funding agreements, rent agreements etc.);
- Participate in the overall strategic planning and development for all programs of the organization;
- Assist in the development of financial projections and support to special projects, potential new program areas;
- Act as one of the six signing authorities of the organization which means signing the majority of cheques that are written, contracts that are entered into and all offer letters;
- Support for board meetings and staff training.

##### **2. Human Resource Management**

- Oversee the implementation of the human resource policies as set out in the Employee Handbook, including the development of job descriptions, hiring, appropriate orientation and training for all staff, ongoing supervision, mentoring and support, and conducting annual performance reviews;

- Create a safe work environment and ensure compliance with all appropriate legislation and regulations;
- Present recommendations regarding any policy changes to the Board of Directors;
- Overseeing the human resource function including creating and managing all HR files;
- Ensure mandatory HR documents are signed off and/or submitted by all staff including letters of offer, criminal record checks etc;
- Ensure that all employees are adhering to the organizations' HR guidelines and policies;
- Monitor and approve Coordinating Team time sheets, vacation time, and overtime.

### **3. Supervision/Program Administration**

- Oversee the efficient and effective day-to-day operation of the organization;
- Lead the Coordinating Team, which is a senior management team, ensuring overall development and coordination of all programs, ensuring that they contribute to the mission and vision for CHANCES;
- Contribute to a healthy work environment by utilizing a positive, strength based team approach that respects and supports the organizational culture;
- Provide direct supervision and support to the Coordinating Team and the Administrative team including orientation, support, and conducting annual performance reviews;
- Ensure that all human resource policies outlined in the CHANCES Employee Handbook are followed;
- Build a strength based and supportive supervisory relationship with staff across the organization;
- Identify training needs of the staff for whom the position is responsible and seek training opportunities to meet staff needs;
- Lead/participate in as required as a member of internal sub-committees that support co-workers and the overall work of CHANCES;
- Liaise/partner with government/community agencies involved in the direct service delivery of programs or services.

### **4. Sub Committees of the Board of Director**

- Participate as an active member of the Finance, Human Resource, Research Sub-Committees as well as other sub-committees as determined by the Board of Directors and support the committees fulfilling their responsibilities as set out in their terms of reference.

## **5. Other**

- Oversee the maintenance of the CHANCES website;
- Purchasing new technological equipment for the organization (i.e. cameras and computers);
- Other work related duties as may be assigned by the Executive Director.

**Updated February, 2018**

# CHANCES

Non-Profit  
Board of Directors

