

Centre Manager (Ten Month Term)

The Centre Manager is responsible for the successful leadership and overall management of the Charleswood 55 Plus Active Living Centre according to the strategic direction set by the Board of Directors. You are responsible for sourcing and preparing grant proposals. You are a strong team player who is committed to the 55 Plus community in a member driven organization model. You have excellent problem solving and communication skills. You have experience in managing employee relations, policy and procedure development and ensuring legislative compliance in Centre Management. You have experience working with volunteers/members and provide the highest level of member services. You are outgoing, have sound judgement and will be a welcoming face to the 55 Plus Centre.

Primary Duties and Responsibilities: The Centre Manager performs some or most of the following:

- Participate with the Board of Directors in developing a vision and strategic plan to guide the organization
- Identify, assess, and inform the Board of Directors of internal and external issues that affect the organization
- Foster effective team work between the Board and the Centre Manager and between the Centre Manager and staff
- In addition to the President of the Board, act as a spokesperson for the organization
- Conduct official correspondence on behalf of the Board as appropriate and jointly with the Board when appropriate
- Attends Board meetings and ensures the provision of regular written reports including research and information for decision making: recommendation for action
- Works with or assigns staff to work with all Board committees by providing information and continuity for setting priorities, decision making and providing oversight for developing programs and services
- Represent the organization at community activities to enhance the organization's community profile

Member Services

- Manages, develops, and provides a welcoming, helpful, member focused service approach
- Maintains the membership lists, keeps statistics, and shares this information as requested
- Provide information and referral as required to members

Operational planning and management

- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization
- Ensure that the operation of the organization meets the expectations of its members, Board and funders
- Oversee the efficient and effective day-to-day operation of the organization

- Review existing policies on an annual basis and recommend changes to the Board as appropriate
- Ensure that personnel, members, funders and volunteer files are securely stored and privacy/confidentiality is maintained
- Provide support to the Board by preparing supporting materials

Government and Stakeholder Relations

- Relationship management with key allied and other key stakeholders and partners
- Ensures that contractual obligations for federal/provincial or other agency-funded projects are met and that program reports as required are prepared and submitted to meet contract deadlines
- Maintains close contact and liaison with the Manitoba Association of Senior Centres
- Exhibits a supportive management style in all member issues
- Ensures an effective communications strategy is maintained and supported

Program planning, oversight, and management

- In conjunction with the Program Manager, ensures that the programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the Board

Human resources planning and management

- Determine staffing requirements for organizational management and program delivery
- Works with the Human Resources Committee of the Board on the implementation of the human resources policies, procedures and practices including the development of job description for all staff
- Establish a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations
- Recruit, interview and select staff in conjunction with the Board Executive that have the right technical and personal abilities to help further the organization's mission
- Ensure that all staff receives an orientation to the organization and that appropriate training is provided
- Implement a performance management process for all staff which includes monitoring the performance of staff on an on-going basis and conducting an annual performance review
- Coach and mentor staff as appropriate to improve performance
- Discipline staff when necessary using appropriate techniques; release staff when necessary using appropriate and legally defensible procedures
- Collaborates with the Program Manager to ensure and recruit adequate volunteer resources
- Holds regular staff meetings and keep staff updated on Board issues and direction
- Tracks all employee hours and works with the Bookkeeper on payroll, payroll remittance, completes and distributes pay cheques according to payroll details.

Financial planning and management

- Work with staff and the Board (Executive Committee) to prepare a comprehensive budget
- Work with the Board to secure adequate funding for the operation of the organization
- Works to expand and enhance sponsorship program and follow up with existing sponsors

- Participate in fundraising activities and with two of the Fundraising Committees of the Board, as appropriate. (Capital Campaign, Operations Committee)
- Approve expenditures within the authority delegated by the Board
- Manages petty cash, makes deposits, monitors Rec Desk and Stripe reporting
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow of the organization
- Provide the Board with comprehensive, regular reports on the revenues and expenditure of the organization

Community relations/advocacy

- Communicate with stakeholders to keep them informed of the work of the organization and to identify changes in the community served by the organization
- Establish good working relationships and collaborative arrangements with community groups, funders, politicians, and other organizations to help achieve the goals of the organization

Property and Maintenance Management

- Determine and plan for facility resources to address current and future needs of the membership
- Assist the Building and Property Committee in decisions regarding security, safety and insurance on properties and physical assets

Risk management

- Participates in identifying and evaluating the risks to the organization's people (members, employees, Board, volunteers), property, finances, goodwill, and image and implement measures to control risks
- Ensure that the Board and staff understand the terms, conditions and limitations of the insurance coverage

Qualifications

Education

- University degree in a related field and/ or extensive experience in management. Management of a member driven-non-profit organization an asset.

Knowledge, skills and abilities

- Knowledge of leadership and management principles as they relate to non-profit/ member organizations
- Knowledge of federal and provincial legislation applicable to member organizations including: employment standards, human rights, occupational health and safety, etc....
- Knowledge of current community challenges and opportunities relating to the mission of the organization
- Knowledge of human resources management
- Certified in, or willing to obtain, Emergency First Aid and CPR Level C

Proficiency in the use of computers for:

- Office processes-file and financial management
- Financial management-spread sheets, excel data base and specialty software
- E-mail-electronic communication
- Internet-Web Site Management
- Social media-Marketing and Communication tools

Personal characteristics

The Centre Manager should demonstrate competence in some or all of the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behave Ethically:** Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization.
- **Build Relationships:** Establishes a positive working relationship with members to act as a support, resource and coach to assist them to attain necessary supports and services.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- **Focus on Member Needs:** Anticipate, understand, and respond to the needs of members to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Position Hours: 24 Hours weekly, flexibility in management of hours required. Ten month term September-June (with potential for renewal)

Start Date: September 1, 2022 (Tentative)

Salary: Range of \$24.00-30.00 per hour Commensurate with experience