



JOB POSTING

Competition Number NU 2023-41

Union/Non-Union:	Non-Union
Position:	Chief Operating Officer (COO)
Status:	Permanent Full Time
Program:	Administration
Initially assigned to:	Main Office

Purpose:

The Chief Operating Officer (COO) is a crucial member of the senior management team who reports only to the Chief Executive Officer (CEO). The COO will collaborate with the CEO in setting and driving organizational vision, operations strategy, program development and hiring levels. The COO is responsible for overseeing the overall business operations strategy of CMHA NBD which is fundamental to the Organization's growth and success. In this position, the COO will manage and control diverse business operations and functions and design, plan and implement business strategies, plans and procedures. The COO is responsible for setting comprehensive goals for business growth and success and will oversee the daily operations and work of the Executive Team. The COO role will also build and maintain relationships with community partners and various vendors. The COO will lead by example and be a motivator for staff and management and will understand the importance of creating a team environment that inspires and encourages success across the Organization. The COO has extensive experience in community health care and has proficiency in the practices, policies and procedures of the mental health field.

Education and training:

- 3 to 5 years of experience in a healthcare administration role preferred
- Bachelor's degree in Business Administration, Finance, Operations Management or a related field **or** a minimum of 5 (five) years of experience in Management, Operations and/or Procurement at an Executive level is required
- Professional certifications in personnel management, operations management, data analysis or supply chain management are an asset
- Must have a demonstrated ability to train and supervise staff

Requirements:

- Understanding of the unique needs and challenges that healthcare organizations face
- Excellent public speaking and interpersonal skills
- Complex problem-solving skills in individual and group settings
- Demonstrated success leading improvement initiatives
- Ability to work with staff to promote a culturally competent workplace
- Knowledge of information systems and data analysis
- A proven history of building a culture of performance and accountability, developing and maintaining partnership with programmatic staff and unions, and building trust in foundational operational services and tools

Experience:

- A true leader who can engage people, builds trusting relationships, inspires confidence, and enables innovation
- Extensive experience in managing teams, supporting cross-functional collaboration, developing staff, and setting clear goals
- Decisive, focused, and curious, with the ability to challenge the status quo – prefers candid conversations while building a culture of trust and accountability
- A strategic thinker who understands how operations and finances support the broader mission of the organization
- Proficient at balancing, prioritizing, and delegating initiatives and tasks, and developing solutions where there are no templates.
- Experience in non-profit financial management; experience with government contracts is a plus
- Experience in working with unions
- Experience in revenue development strategies, including earned revenue and/or fundraising strategies
- Comfortable asking “why” and working to establish the “how”
- Exhibit sound judgement and a high degree of discretion
- Superior communication, presentation and influencing skills

Duties:

Carries out specified administrative duties related to management of programs in order to fulfill the Organization's legal and professional requirements including:

- Providing strategic and tactical leadership that will drive CMHA NBD as a highly effective organization backed by high quality, timely, and accountable operational execution
- Building and leading an effective team who consistently deliver high-quality work that fulfills CMHA-NBD's mission, vision, and strategic priorities, while meeting or exceeding performance indicators
- Putting strategic priorities into operation while sustaining high-quality ongoing work
- Managing priority project portfolios (alignment to strategy, budget, resources, return on investment), including performance tracking and reporting
- Providing regular information to the CEO regarding organizational performance, along with strategies and plans to continually improve performance

- Supporting the CEO in providing strategic leadership to the organization
- Drive strategic priorities into operational successes
- Ensure effective communication and collaboration that maintains compatibility among project staff, subcontractors, consultants, and customers
- Lead CMHA NBD's work planning process, including budget development
- Track and report multiple indicators of organizational performance
- Develop and deliver change management strategies
- Support the CEO's work with the Board of Directors
- Performs other duties as assigned by the CEO

Knowledge/Skills/Abilities:

- Demonstrated proficiency with computer skills including Microsoft Office and in-house systems
- Demonstrated ability to explore, assess and promote new methods and technologies
- Demonstrated ability to independently identify issues, plan improvements, measure success
- Demonstrated ability to work cooperatively and independently and as part of a team
- Proficiency in managing personnel
- Ability to maintain confidentiality as per PHIPA (Personal Health Information Protection Act)
- Working knowledge of (or willingness to learn) the Acts that may arise to complete the duties of the job (i.e. *Ministry of Health and Long-term Care Act, Occupational Health and Safety Act and the Health Care Consent Act*)
- Able to identify and understand key issues and overcome challenges or obstacles in a creative, organized and strategic manner
- Strong organizational skills and self-motivation
- Effective decision making under time constraints
- Effective attention to detail and a high degree of accuracy
- Sound analytical thinking, planning, prioritization and execution skills
- Knowledge of, and sensitivity to, gender, race, sexual orientation, age and multicultural issues
- Management experience

Personal Suitability:

- Commitment to continuous learning and ongoing professional development
- Demonstrated professionalism in dealing with confidential and sensitive issues
- Demonstrated positive work record and excellent attendance record
- Ability to meet the physical and sensory demands of the position
- Willing to travel between sites of the organization
- Willing to work flexible hours; days, evenings, weekends and holidays
- Available to attend special events as required
- Bilingualism is an asset

Selection Process:

Candidates will be selected for the position based on their skill, ability, experience, and qualifications as identified in their resume

Shift:

Days, evenings, weekends, and holidays

French Language Services Required:

Bilingualism is an asset.

Salary:

Is commensurate with experience

Please send resume and cover letter and note the job competition number by Friday May 12, 2023, to:

careers@nbd.cmha.ca

CMHA-NBD promotes the principles of and adheres to the tenets of the Ontario Human Rights Code. We strongly encourage applicants with lived experiences, from Indigenous communities, people of all races, colours, ethnic origins, religions, disabilities, and sexual orientations to apply. We recognize that equitable access to employment is an agent in social change.