Heiltsuk Tribal Council

EXTERNAL JOB POSTING

Job Posting No. 009-2026

FNWS Operations Manager

ABOUT THIS CAREER OPPORTUNITY

This is a backfill for leave coverage role for 10-12 months with possibility for extension.

In accordance with the established and approved strategic plans, goals, and objectives of the Heiltsuk Tribal Council, the key mandate of this senior management position is to ensure the Four Nations' Women's Shelter implements and achieves its short, mid, and long-range operational goals and objectives in relation to providing a safe place for the women, and women with children, when experiencing or at risk of experiencing domestic violence. Primary goals are to provide shelter, protection, and guidance, in a 24/7 shelter. The Four Nations' Women's Shelter, a new shelter that officially opened in 2025 with six living units, and a common area and shared kitchen space. The Operations Manager oversees a variety of management areas to support staff with the day-to-day functioning of the Four Nations Women's Shelter in alignment with shelter policies and trauma-informed practice.

The Operations Manager will directly manage budget planning and oversight, public facing relationships, workforce management and development, oversight of programs and service delivery, emergency response plans and policies, oversight of maintenance and asset programs, and special projects management. This role is a visible position of trust, and the successful applicant demonstrates unwavering ethics and professional standards. An important aspect of the work includes working in compliance with the Heiltsuk Tribal Council's policies governing employee's, including its Financial Administration Law to ensure financial obligations are met, for compliance and reporting.

ABOUT YOUR PROFESSIONAL QUALITIES

You have a post-secondary degree in social work or a technical certificate or diploma in a related human services field. You exercise non-judgment and diplomacy in all public relations, and with staff, and clients, and in partner relations, and you have a deep understanding of methodology and practices related to a women's shelter, and women's protection and guidance experiences. You have excellent interpersonal and communication skills, including engagement and curiosity skills, to gather information and asking questions to assign work and provide direction to subordinates. Informing and engaging employees and gaining their confirmed understanding and cooperation is crucial to the safety of the work. You have professional writing skills, and you can communicate at all levels (i.e. employees, leadership, all socioeconomic classes). You have experience managing staff, planning and managing budgets, and writing funding proposals and reports. You have an established

professional network, and you understand the logistics related to the work, and you are committed to the term of employment. ***Your competencies include:***

- Building Partnerships
- Building Trust
- Communication
- Leadership Disposition
- Interpersonal Ability
- Facilitating Change
- Operations Planning
- Results-Service Oriented
- Financial Acumen

ABOUT YOUR QUALIFICATIONS

- You are committed to the term, with possibility for extension.

- It is a bona fide occupational requirement that applicants are female; female identity is necessary for this work to support the shelter's ability to cultivate perceptions of a safe environment and for supporting clients' comfort and safety.
- Bachelor's degree in social services, or equivalent combination of education and work experience.
- Deep understanding of methodology and practices for women's shelter, protection, and guidance experiences.
- Experience in a management role, with demonstrated progressive responsibilities, ideally within a First Nation's social work context .
- Ability to demonstrate skills with budget planning and management, and writing proposals and reporting.
- Proven staffing management and organizational change leadership capabilities.
- Professional communication and engagement skills and ability to interact with non-judgement.
- Advanced proficiency in Microsoft Office and data management platforms (e.g., SharePoint, Teams, Excel).
- Strong facilitation, public speaking, and community and partner engagement skills.
- Diplomacy in pressure situations with calm, steady demeanor; builds positive relationships with all.
- Ability to participate in and facilitate group meetings; professional verbal/written communication.
- Identification and resolution skills; strong attention to detail and a high degree of accuracy.
- No barriers to working with any women and children in the community.
- Must be able to obtain and maintain a satisfactory criminal record check (including Vulnerable Sector), Child Abuse Registry, and Prior Contact Checks as a condition of employment.
- Class 5 Driver's License and drivers abstract, and ability to maintain.
- Ability to provide own transportation to and from work.

The following are considered assets:

- Experience working in a women's shelter or women's transition housing is an asset.
- Trauma Training.
- In-depth awareness of vicarious trauma and effects.
- Conflict Resolution and deescalation training.

We recognize the value of diverse educational experiences including cultural, academic, work, and lived experience. We encourage those who closely match the qualifications listed to apply. ***Heiltsuk members and Indigenous applicants are encouraged to apply.***

ABOUT THE COMPENSATION

This is an overtime exempt position for a term contract. As a salaried management role, the successful candidate may earn a salary ranging from ***$2,884.62 to $3,461.54*** paid out bi-weekly, pending qualifications, education, skills and experience. This employee will work a regular schedule of 37.5 hours per week, and on occasion will work beyond these hours, and all remuneration paid to the successful candidate is intended to cover all hours worked. Benefits include:

- Comprehensive Group Benefits Plan
- Travel Allowance
- License and membership fee coverage
- Professional development
- Four Weeks Holidays (pro-rated)
- Time off in lieu of overtime (pro-rated)
- Provincial and Federal Statutory Holidays
- Paid Family Responsibility Leave
- Paid Medical/Sick Leave

HOW TO APPLY

Please submit your application to:

Cathy Murphy, CPHR
Senior Manager, Human Resources
jobs@heiltsuk.ca

External Posting Closes: When Filled. **Remuneration:** Rate offered to the successful incumbent is pending certification(s), skills, experiences, knowledge. A six-month performance monitoring period is implemented for management roles to support workplace integration and onboarding.

Please identify in your email subject line that you are applying to "009-2026 Operations Manager –FNWS."

We thank individuals for applying, but only those applicants selected for an interview will receive a reply.