

**Director of Corporate Services
Victoria Hospice Society**

At Victoria Hospice, our mission is to enhance the quality of life for those facing life-limiting illness, death and bereavement through patient and family centered care, education, research, and advocacy.

Description:

Reporting to and under the direction of the Chief Operating Officer, the Director of Corporate Services leads the efficient and effective delivery of Corporate Services across the organization.

In this role, you will lead facilities planning, asset management, information systems, as well as contract and vendor management to enable a productive and well-functioning work environment. With a service-focused approach, you will build and maintain relationships across Victoria Hospice, as well as with external stakeholders.

You will also play an important role in operational planning, reporting and risk management strategies that focus on long term sustainability for the corporate services portfolio, in tandem with supporting the day-to-day activities that enable effective service delivery.

What you'll do:

Corporate Services Leadership

- Lead ongoing planning for the Corporate Services portfolio to ensure fully integrated, high quality, and cost-effective service is provided that is consistent with evidence-based best practices
- Participate as a member of the Leadership Team, in discussion of society-wide issues and initiatives and provide feedback on focus areas
- Evaluate performance of program area against operational and strategic plans, developing strategies and solutions to address deficits.
- Develop and recommend operating budget for services within the portfolio
- Implement, manage, and assume responsibility for approved portfolio operating budgets taking corrective actions as necessary
- Develop and maintain a recruitment, retention, and succession planning strategy for the department, in collaboration with HR, that ensures the portfolio provides the highest quality of service within budget parameters
- Provide input into the development and application of VH policies, standards, goals, and objectives
- Develop and maintain strong working relationships across the organization
- Support effective change management and readiness strategies necessary to implement effective changes across the organization
- Ensure Corporate Services practices meet accreditation standards

- Provide leadership to Corporate Services team members through coaching, guiding, and modelling Victoria Hospice values
- Support training and development opportunities for staff, encouraging ongoing professional development
- Assist team members to define shared and individual goals and support individuals to meet performance expectations
- Participate in personnel management, including recruitment, onboarding, performance management, leave management, and employment transitions
- Collaborate with the Chief Executive Officer and Director of Finance on projects and workplace initiatives to ensure the efficient flow of information and support informed decision-making

Facilities and Assets

- Develop and maintain strategic facilities plans that includes long term planning considerations
- Manage facilities, including maintenance, security, and space planning
- Establish and monitor facility leases
- Ensure facilities are in good repair and addresses deficits as required, maintaining a safe working environment for all staff
- Lead Occupational Health & Safety inspections, developing and implementing plans to address deficiencies
- Establish and manage procedures to ensure proper maintenance and usage of assets, inclusive of VHS vehicle
- Establish and maintain policies, procedures, and standards for facilities
- Facilitate supply and inventory purchasing for departments across the organization
- Ensure disaster and business continuity plans developed and maintained
- Establish and promote environmental stewardship

Information Systems

- Ensure continual improvement to the Society's IT environment focusing on confidentiality, integrity of systems, and effective administrative workflows
- Establish and maintain policies, procedures, and standards for effective, secure IT infrastructure and business utilization
- Work in collaboration with Island Health to support the efficient delivery of IMIT services for Victoria Hospice
- Facilitate acquisition of software and hardware to enable Society operations
- Manage the organization's privacy portfolio, specifically providing guidance and support to the organization's Privacy Officer in relation to policy and process requirements

Contract Vendor Management and Administration

- Establish and maintain contract and vendor policy, standards and processes, ensuring alignment with fair business practices and mitigation of organizational risk
- Establish and maintain an organized and efficient contract and vendor management system
- Lead contract development and negotiations, and provide guidance to other leaders in contract negotiations
- Oversee contract management, administration, monitoring, and storage
- Review and complete analyses for potential new vendors

Risk and Legal Management

- Ensure processes and practices are in place to protect the organization, including engaging legal expertise when necessary
- Establish and maintain Insurance as required for the society and operations
- Maintain and track documents relating to the Society's legal identity and intellectual property: Registered Society, VHS Trademark, Copyrights

Other Duties

- Provide support for the development and implementation of new projects and programs, including project management guidance, risk assessment, physical and technology requirements
- Work closely and collaboratively with teams across the organization to ensure effective service
- Identify education and training opportunities for leaders, staff, and internal stakeholders as required in relation to the Corporate Services portfolio to ensure individuals are informed of process and procedures as needed

What you'll bring:

- Bachelor's degree in Business Administration, Public Administration, Information Management or related field
- 5+ years experience in corporate services, office management or related role, inclusive of experience leading a team
- Proven experience leading a program, portfolio or service area
- Demonstrated knowledge in information privacy, information management and applicable legislations specifically the Freedom of Information, Protection of Privacy and Personal Information Protection Act.
- Experience managing Corporate Services projects, ideally within a healthcare or non-profit setting
- Strong project management skills, specifically the ability to plan, execute and manage multi-stakeholder projects on time and within budget
- Demonstrated planning, assessment and evaluation skills
- Strong analytical skills including the ability to find, collect, and analyze and interpret data and prepare written reports

- Sound judgment and the ability to effectively problem solve or assess the situation to determine the urgency and risk, and escalate accordingly
- Ability to integrate administrative and operational aspects of programs and projects in an effective and efficient manner
- Demonstrated leadership ability in complex and changeable situations
- Proven ability to keep up with new technologies and introduce them to the workplace
- Excellent written and verbal communication skills that enable the effective sharing of information with internal and external stakeholders
- Proficient with software and data systems required for effective IT and administrative functions, for example: Microsoft office, SharePoint and ticket management systems
- Effective time management skills and ability to manage long term projects in tandem with day-to-day work independently
- Strong customer focused approach that supports high quality service delivery
- Ability to handle sensitive information with discretion and maintain confidentiality
- A commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion
- Respect for diverse perspectives, including perspectives that differ from one's own

Additional Details:

This is a permanent, part-time position of 30 hours per week (0.8 FTE). Some evening or weekend hours may be required.

The salary range is \$92,702 – 115,877 annualized, prorated based 0.8 FTE with 4 weeks annual vacation, as well as a defined benefit pension plan.

This is an on-site role, with the option to work from home on occasion.

Application process: Please submit a cover letter with your resume to lorna.richards@victoriahospice.org

This position closes August 6th at 9 am Pacific Time.