

Corporate Services Lead

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 the Director, Finance and Corporate Services, the Corporate Services Lead ensures the smooth delivery of corporate services by leading key administrative, operational, and project-related tasks. This role acts as the primary point of contact for internal systems, vendor coordination, facilities related matters, and emergency preparedness.

This position also oversees core administrative functions such as document creation, file management, scheduling and equipment, and supply logistics. A key element of this positions includes building and maintaining strong relationships with internal and external partners to streamline operations. The lead also collaborates closely with Directors and teams across the organization to align the strategic priorities of Corporate Services with broader organizational initiatives.

What you'll do:

Corporate Services Leadership and Planning

- Lead the day-to-day operations of Corporate Services to ensure smooth and efficient organizational functioning
- Act as the primary point of contact between internal departments and external partners to coordinate services and resolve issues within the portfolio
- Collaborate with Victoria Hospice and Vancouver Island Health Authority departments to ensure activities and processes are efficient, cost-effective, and inclusive
- Prepare documentation related to departmental systems, workflows, and procedures
- Work closely with organizational leaders to support key initiatives, including accreditation, facilities planning, and strategic development

Information Management and Systems

- Serve as the first point of contact for internal system-related inquiries, escalating complex issues to external support partners or appropriate resources as needed
- Collaborate with Island Health teams to ensure the efficient delivery of IMIT services for Victoria Hospice
- Support staff onboarding and offboarding processes by managing systems access requirements
- Contribute to identifying opportunities for transitioning manual processes to digital systems and assist in developing effective solutions

Asset Management

- Oversee the acquisition and ongoing management of hardware to support Society operations
- Support staff onboarding and offboarding by coordinating equipment setup and returns
- Provide first-line support and guidance on hardware-related inquiries, including video conferencing equipment and related tools
- Monitor and track internal assets to ensure accurate inventory management
- Assist with the procurement and responsible disposal of assets as required
- Collaborate with Fund Development to provide informed asset needs for fundraising initiatives

Emergency Preparedness and Risk Management

- Lead annual planning and reporting for Victoria Hospice Emergency Preparedness with support and guidance provided by the Director
- Contribute to policies and strategies for emergency planning and disaster recovery related to the safeguarding of equipment, assets, information, and other corporate resources
- Liaise with Emergency Preparedness Committees that support integrated and aligned planning for Hospice
- Support organizational risk management through oversight of key corporate services functions including facilities, asset use, security, contract and vendor compliance and business continuity planning

Facilities Support

- Support facilities maintenance, acting as first point of contact with Island Health (FMO) for the organization and liaising with unit contacts for patient care areas and the unit
- Support facilities planning and major projects
- Coordinate matters related to Occupational Health and Safety, including inspections and reporting
- Coordinate matters related to the Hospice grounds and facilities including but not limited to the Hospice Garden, Bike Storage and leased sites, collaborating with key partners as needed
- Support Environmental Stewardship initiatives and serve as administrator to the Green Team

Systems Support

- Coordinate projects related to the organization's systems, facilities, and infrastructure
- Support to the implementation of new software and data migrations as required
- Develop documentation, guidelines, and policies focused on privacy, quality, and operational efficiency within the department's portfolio
- Assist in the archiving and management of legacy systems

Projects and Planning

- Coordinate projects related to the organization's systems, facilities, and infrastructure
- Support to the implementation of new software and data migrations as required
- Develop documentation, guidelines, and policies focused on privacy, quality, and operational efficiency within the department's portfolio
- Assist in the archiving and management of legacy systems

Other Duties

- May be assigned to participate in projects, committees, or ad hoc activities on behalf of Victoria Hospice Corporate Services Team
- Additional duties may be assigned that are consistent with the responsibility level of this position

What you'll bring:

- Education equivalent to an undergraduate program in related field
- 3+ years experience within a professional work environment leading or influencing processes that enable the effective delivery of corporate services, administrative support, and projects
- Strong technical acumen and proficiency with software that enables organized and efficient administrative processes

What we're looking for:

- Service-focused and professional communication that promotes a positive employee experience
- Proven initiative and leadership skills contributing to operational improvements
- Excellent time management skills, with the ability to handle tasks and timelines of varying priority levels with minimal supervision
- Strong teamwork capabilities, enabling effective collaboration with colleagues, vendors, and external partners
- Proficiency in a wide range of software applications, including Microsoft Office Suite and SharePoint
- Solid understanding and practical experience in asset management
- Skills in monitoring and working within established budget parameters
- Ability to work both independently and collaboratively within team environments
- Consistent delivery of high-quality, accurate work with attention to detail
- Capability of providing user-friendly support and training in areas within the Corporate Services portfolio
- Experience in leading various aspects of departmental project planning
- Ability to maintain a high level of confidentiality and discretion when handling sensitive data and information
- A strong commitment to the values of Victoria Hospice
- Physical ability to do the job

Additional Details:

This is a permanent, full-time position of 37.5 hours per week (1.0 FTE) Monday to Friday. Some evening or weekend hours may be required.

The salary range is \$63,340 –\$ 80,000 with 4 weeks annual vacation, as well as a defined benefit pension plan.

This is an on-site position. Occasional work from home may be approved to support project based work.

Application process: Please submit a cover letter with your resume to careers@victoriahospice.org. This posting will remain open until filled.