



**peers**

VICTORIA RESOURCES SOCIETY

## **Operations Manager – (20 Hours /Week**

**(\* Additional hours may be negotiated to help with contract management and research)**

Peers Victoria is a multi-service, grassroots non-profit organization that has been working with sex workers for over 25 years. Peers provides outreach, harm reduction, and drop-in services, as well as wellness workshops, housing support, and social justice leadership concerning sex workers rights in the Capital Regional District. We maintain a welcoming environment and our values include providing harm reduction, client -centered services which contribute to social justice and draw on experiential knowledge.

Reporting to the Executive Director, the Operations Manager is a collaborative and skilled organizational leader who will oversee facilities and capital assets, information/record management, human resources related to hiring, and assist with event and fundraiser-planning, donor relations, volunteers and practicums students, and complete other administrative tasks necessary for the successful operation of Peers Victoria Resources Society. Dependent on the skills of the person who fills this role, there may be additional hours available to assist with programs contract management and funding applications and internal research.

### **Specific duties include:**

- Knowledge and coordination of information, communication and physical facilities including:
  - computer technology;
  - printing and photocopying;
  - telephones; record management;
  - library resources;
  - protection/ shredding/storage of personal information, and
  - coordinating services regarding maintenance of building;
- Coordinating volunteer information, recruitment, screening, placement, orientation and recognition;
- Co-mentoring practicum students with the Program Coordinator;
- Maintaining record management system for all administration, board governance and building/assets/property facilities;
- Maintaining current master lists of (a) general contractors, service providers and resources and (b) employees and contractors, board members and volunteers;
- Maintaining files for all current employees and contractors;
- Supporting employee recruitment process by circulating recruitment notices and coordinating interviews and hiring processes;
- Understanding Peers' environment and incorporating clients', employees' and



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stakeholders' needs and concerns into decisions affecting building, property facilities and assets;

- Maintaining master set of keys for doors, offices, file cabinets and cash boxes and keeps duplicate copies in secure location;
- Building good working relationships with key service providers, which include, and are not limited to: cleaning and janitorial services; waste and pest management; HVAC; electrical; security; plumbing; and vehicle(s) maintenance;
- Ensuring facilities contracts or agreements are current and re-evaluates service performance prior to their expiry or extension;
- Translating event planning into specific objectives, establishes milestones and deadlines and identifies and allocates resources (money and people).
- Adept at interpreting terms and conditions of service contracts or agreements
- Assisting with internal and external communication via email, website and social media;
- Providing an initial point of intake and communication for Peers services from new participants and external organizations or community members;
- Referring new participants and external service providers to other Peers staff members and services;
- Providing Human Resource support related to hiring, onboarding, and arranging the training of new employees and ongoing evaluation.
- If the incumbent has interest skills, additional hours are available to help with program funding and contract management as well as internal research activities.

### **Skills/Requirements:**

- 3+ years of previous experience working in administration and management in the non-profit sector (project and human resource coordination experience will also be considered);
- Degree in human service field or equivalent experience;
- Demonstratable leadership experience, preferably in the non-profit sector;
- Excellent organizational development capacities including strong computer technical skills (Office 365, cloud-based electronic filing systems, word processing, database, spreadsheet, social network and publishing applications);
- Strong verbal and written communication skills;
- Proven ability to support staff, contractors, volunteers, and students;
- Knowledge of ethical practice in human service environments;
- Knowledge of the local sex industry and ethical and collaborative practice working with sex workers and other marginalized communities;
- Strong interpersonal skills and collaborative, team oriented, ethical service approach;
- Strong organizational and time-management skills;



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- Commitment to applying social justice principles to health and social care.

**Job Details:**

- Pay rate \$30-\$32/hour based on experience
- 20 Hour position, scheduled Monday – Thursday, completed between 9:00 AM – 5:00 PM, with some flexibility to accommodate preferences and/or evening or weekend training events;
- Vulnerable Sector Criminal Record Check required;
- Position is designed to be a permanent role.

If you are interested in this employment opportunity, please submit a resume and a covering letter that summarizes your relevant experience and skills by **March 30, 2022** to [peershiring@gmail.com](mailto:peershiring@gmail.com).

Applications from individuals with direct experience in any aspect of the sex industry are especially welcome. We also encourage applications from, but not limited to, indigenous persons, persons of colour, and persons representing diverse genders, sexualities and abilities.