

Director of Administration

Full-time, Permanent

Who We Are:

[Hospice Care Ottawa](#) (HCO) is a community-based charitable organization whose mission is to accompany and support individuals, and their families, through their end-of-life journey by providing compassionate, high quality care. Hospice programs include day hospice, home support, family support, and residential hospice services. Hospice Care Ottawa delivers these services at three sites: May Court Hospice, Ruddy-Shenkman Hospice and La Maison de l'Est. HCO proudly recognizes and welcomes the diversity of our community and strives to be inclusive for all. HCO is looking for people to work in a supportive integrated environment who are committed to supporting the highest quality palliative care.

PRIMARY FUNCTION:

The Director of Administration is responsible for the human resources and financial management of Hospice Care Ottawa. You are experienced in managing all human resource functions and have a proven track record of contributing to the well-being and overall positive culture of wherever you work. With a strong background in Labour Relations, you will lead Collective Bargaining processes and ensure the implementation of Collective Agreements. You oversee all finance and payroll administration through a third-party provider. You will work closely with the Senior Leadership Team to provide support and guidance for all aspects of human resources management and provide expert advice on financial matters.

KEY RESPONSIBILITIES:

Human Resources:

- Consults with the Executive Director on significant team human resource issues;
- Drafts and revises job descriptions;
- Liaises with senior leadership team and HR Coordinator in recruitment and hiring for position vacancies on team, including completing necessary approval forms, establishing selection criteria and interview questions, chairing selection committee, checking references;
- Conducts performance reviews and monitors performances;
- Works with Senior Leadership Team to ensure:
 - performance reviews conducted appropriately across the organization;

- appropriate professional development, training and support for staff, volunteers and student placement workers;
- orientation for new staff.
- Provide strategic support and advice to the leadership team throughout recruitment and selection process as well as ongoing support for training and disciplinary issues;
- Monitors staff retention and lends insights and strategy around attracting and retaining a high quality of staff.
- Oversee and participate in the research and drafting of Collective Agreements and communications regarding staff inquiries or issues and liaise with legal counsel when required.
- Oversee grievances and their resolution and advise management on disciplinary situations.
- Participate in Labour Management meetings and other labour matters with union reps and work with representatives and executives to maintain good relationships.

Policies & Procedures

- Develop, update, implement, evaluate, and improve the organization's policies, procedures, and metrics, ensuring they're consistently aligned with all applicable requirements and laws.

Occupational Health & Safety

- Actively participate in health and safety initiatives, taking a lead role in safety optimization.
- Ensure tracking of records, reports, and other employee documentation, and that all files are kept up to date and confidential.

Financial Management:

- In accordance with Board approved financial policies and in consultation with HCO's auditor, oversees the implementation cost-effective financial processes incorporating appropriate internal controls;
- Ensures overall operation and integrity of financial systems and accounting records, protection of HCO's assets and confidentiality of accounting and financial information;
- Keeps up-to-date on legislation, regulations, accounting standards and funder guidelines/requirements affecting HCO's accounting systems, policies, practices and procedures, compensation, benefits, other expenditures and charity and HST status and ensures HCO's compliance;
- Oversees the preparation of routine internal and funder financial and statistical reports including variance analysis as required;

- Coordinates the annual audit, working closely with the third-party financial service provider and the auditors to ensure that the audit schedule is established, the working papers and documents are in order, and the financial statements are complete;
- Works with the senior leadership team and staff on issues related to financial results, use of funds and planning of expenditures;
- Provides expert advice, support and policy/legislation to the senior leadership team and staff;
- In consultation with the Executive Director, senior leadership team, Resources committee and third-party provider, is responsible for budget development and approval review and dissemination of budget information;
- Ensures appropriate insurance coverage in accordance with Board policy;
- Manages HCO's financial investments, mortgage/loans, in consultation with the Executive Director and Board;
- Discusses accounting and audit issues with the Executive Director, Resources Committee, Board of Directors and auditors;
- Provide staff support and liaison to the Board Resources Committee

Organizational Management:

- Oversees facility management through supervision of Facilities Manager.
- Assists with the overall functioning of HCO through participation on the Senior Leadership Team;
- Participates on committees, action teams and working groups as required.
- All HCO employees have some fundamental responsibilities that go beyond the confines of their occupations. These include:
 - Ensuring that the commitment to diversity is understood and respected. This includes diversity of culture, language, faith expression, gender identity, sexual orientation, socio-economic resources and degrees of physical (dis)ability;
 - Maintaining up-to-date professional skills and knowledge through formal and informal training;
 - Compliance with all mandated legal/regulatory requirements related to working at HCO, (Employment Standards Acts, Occupational Health and Safety, standards of professional conduct);
 - Maintaining awareness of and compliance with HCO policies and procedures;
 - Maintaining awareness of and compliance with funder requirements, policies, procedures and regulations;
 - Attending/chairing team and staff meetings as required;

ABOUT YOU

- You are an effective communicator who is able to deal with people in a sensitive, tactful, discreet and professional manner at all times.
- You are a self-starter. Where you have gaps in your own understanding, you are motivated to learn, and you can quickly pick up new concepts and ideas.
- You are a great team player. You are excited about the opportunity to work with other teams to move forward the goals of the organization.
- You have a strong commitment to staff privacy and are impeccably discreet.
- You are comfortable working in a fast-paced environment and are able to prioritize tasks and manage multiple deadlines at once.

REQUIRED KNOWLEDGE, SKILLS AND ATTITUDES:

Education and Experience:

- University degree with Honours required
- Post-Graduate degree or diploma in Finance or Human Resources required. Combination of education and relevant experience considered.
- 5 years of experience in leadership roles required
- At least 3 years' experience in HR management
- At least 3 years' experience in financial management
- Experience working in a non-profit, healthcare is considered an asset
- Experience working in a unionized environment, required
- Experience with policy development, succession planning and change management required
- Experience working with and maintaining data in Ceridian Dayforce or an equivalent HRIS system, Quick books or equivalent.
- Bilingualism (English/French) is considered an asset
- Ability to travel within the city limits required

Knowledge, Skills & Abilities:

- Excellent negotiation and problem-solving skills
- Empowering philosophy and approach; respect for diversity
- Ability to work well under pressure
- Strong attention to detail
- Excellent organizational and planning skills to create and facilitate regular meetings
- Excellent communication skills, both oral and written
- Able to deal with people sensitively, diplomatically, and professionally always
- Strong working knowledge of Microsoft Office Suite, Microsoft Office Teams, or other software to facilitate remote work

Job Specific Competencies:

- Leadership—influences, motivates, and challenges others; adapts leadership styles to a variety of situations
- Relationship Building—develops and maintains effective relationships with others; relates well to people from varied backgrounds and different situations
- Strategic Thinking—formulates effective strategies consistent with the business and competitive strategy of the organization.
- Examines policy issues and strategic planning with a long-term perspective.
- Determines objectives and sets priorities; anticipates potential threats or opportunities
- Critical Thinking – ability to identify the important questions to ask and problems to solve; shows versatility when unexpected changes occur

SUPPORT FOR SUCCESS:

- Regular weekly one-on-one meetings with the Executive Director
- Annual performance agreement reviews
- Regular weekly Senior Leadership Team meetings
- Encouragement to visit each Hospice site regularly
- Annual Staff appreciation retreat

Disclaimer

The above statements are intended to describe the general nature and level of work being performed in this job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this role. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Closing Date: Friday May 19, 2023 4:00 PM

Reporting Relationship: Reports to the Executive Director

Position Status: 37.5 hours per week, Permanent

Compensation: Salary range available on request. Eligible for Group Benefits (Health/Dental, Life Insurance & Disability) after 90 days. Eligible for paid personal/sick leave

Location of Work: Hospice Care Ottawa locations in Ottawa, Kanata, Orleans

Remote Work: Will require flexibility for remote work if required



Travel: Must be able to travel within Ottawa-area; access to reliable transportation needed

COVID-19: Proof of full COVID-19 vaccination is required

Vulnerable Sector Check: Required

Hospice Care Ottawa is an equal opportunity employer welcoming application from individuals with diverse backgrounds. Accommodation is available during all aspects of the recruitment process. If you require accommodation, please make your request known when contacted.

To Apply:

Qualified candidates may submit their application by Friday May 19, 2023 at 4:00PM, in the form of one document consisting of a cover letter and resume either in Word or PDF format, to the attention of:

Lisa Sullivan
Executive Director
Hospice Care Ottawa
Lisa.Sullivan@hospicecareottawa.ca

Applications will be considered on receipt and candidates may be contacted prior to the closing date. We thank all applicants for their interest; however only those selected for interview will be contacted.