

Director of Programs & Operations Job Description

Looking Glass Foundation's programs and services decrease isolation, instill hope, and sustain recovery for individuals across British Columbia who are impacted by eating disorders.

Established in 2002, our **Vision** is: A province where everyone who suffers from an eating disorder receives the services they need to support their recovery, and where the stigma of this mental illness is replaced with compassion and understanding.

Overview

Reporting to the Executive Director, the Director of Programs & Operations will be responsible for the operational success of Looking Glass Foundation, ensuring seamless team management and development, program delivery, and quality control and evaluation.

This full-time permanent position is an exciting and dynamic role in non-profit management where you can make a big impact within a small team. The role is ideal for someone who has a passion to enhance accessible virtual and in-person programming for those who struggle with eating disorders, and who brings a commitment to equitable, inclusive mental health care.

Along with proven experience in programming and operations, the successful candidate will bring a vision to expand and diversify the Foundation's scope, leveraging digital technology to support service delivery and organizational excellence.

We welcome all applicants and are particularly keen to consider candidates who identify with communities that tend to be underrepresented in mental health care.

Roles & Responsibilities

Leadership/HR

- Supervise and support the program team consisting of 3-4 full-time staff and several contract staff.
- Create, maintain and oversee systems and processes to ensure effective management of the daily operations of the Foundation.
- Work closely with the Executive Director to ensure the organizational structure supports and enables the Looking Glass Foundation vision, mission, and strategic priorities.
- Support the recruitment, onboarding, training and development of all new staff members.
- Through a defined goal setting and evaluation process, ensure staff are working towards aligned goals and priorities.
- Work collaboratively with the Director, Development & Communications to ensure the Foundation's fundraising and marketing goals align with program objectives.

Programs

- Support the effective delivery of three peer support programs and a counselling program, ensuring comprehensive policies, procedures and administrative structures are in place and adapted as needed.

Looking | Glass

FOUNDATION FOR EATING DISORDERS

- Develop and enhance programs in response to evolving and diverse community needs, monitoring trends and identifying gaps in service delivery.
- Uphold frameworks, procedures and resources to ensure the volunteer base is providing effective, safe program delivery.
- Manage program and tech budgets to ensure the smooth running of online and in-person programming.
- Lead the development and implementation of data management and program evaluation frameworks, working with external contractors as needed.
- Work closely with the Executive Director and Eating Disorder Therapist to monitor the risk profile of programs.
- Establish and steward working relationships and partnerships with community groups and other key stakeholders.

Operations

- Oversee operational systems, processes and policies in support of Looking Glass Foundation's mission.
- Manage operational budgets and vendor relationships, including the outsourcing of managed IT services.
- Manage the smooth running of our new office in Kitsilano, including maintaining adequate levels of hardware, software and other equipment as needed.
- Oversee and ensure effective and safe data management practices across all aspects of the organization, including maintaining a secure cloud-based office environment through Microsoft 365.

Qualifications & Attributes

- 5+ years in program management and enhancement, ideally in a non-profit environment
- Degree or diploma in a related field or equivalent work experience
- Demonstrated success in building and nurturing a respectful and empowering organizational culture
- Knowledge of mental health service delivery, including an awareness of barriers to care
- Experience developing and monitoring operational policies, procedures, and budgets
- Highly tech literate with an understanding of system operations and online privacy/security
- Experience supporting vulnerable populations and managing risk
- Compassionate, empathetic and collaborative team player
- Strong planning, decision-making, leadership and change management skills
- Excellent written and verbal communication and interpersonal skills
- Clear Criminal Record and Vulnerable Sector Check required

How to Apply

Please email **your cover letter and resume in a single PDF file** to roz@lookingglassbc.com with **Director of Programs & Operations in the email subject line**. Application review will be ongoing until the successful candidate has been confirmed.

This is a primarily in-office role with a start date in September. The successful candidate must be fully vaccinated for COVID-19 in accordance with Provincial Health Office guidelines.

Thank you for your interest in Looking Glass Foundation.