

Communitas - Staff Position Description
ADMINISTRATION

TITLE: Chief Administrative Officer

REPORTS TO: Chief Executive Officer

POSITION SUMMARY

As a member of Communitas' Executive Team, the Chief Administrative Officer provides oversight and management to many of the administrative functions of the organization with a major emphasis on finance, operational objectives, technology and capital asset management.

RESPONSIBILITIES

1. Operations

- Oversees the Director of Operations to ensure assets are being effectively used and maintained in keeping with the mission of Communitas.
- Participates in expansion activities including long-term investment planning, capital asset planning and strategic partnerships.
- Under the direction of the CEO, oversees operational accountability and reporting to Communitas and Supportive Care Holdings Society boards
- Coordinates with the Director of Operations to ensure:
 - Utilities and Communications Infrastructure
 - Commercial General Liability, Property, Vehicles and Cyber Insurances
 - Lease & mortgage contracts and renewals are maintained

2. Property Development

- Establishes and monitors overall capital asset strategy in conjunction with the Communitas Strategic Direction
- Evaluates asset performance by gathering, analyzing and interpreting data and metrics
- In collaboration with the Executive Team, provides coordination for capital asset management
- Leads property development processes including stakeholder analysis, soliciting proposals, and liaising with development and government partners (Municipal, BC Housing, CMHC, etc.).
- Provides expertise to the Executive Team on housing trends, community needs, and government funding opportunities.

3. Finance and Payroll

- Collaborates with the Manager of Finance on annual and day-to-day financial processes, including the annual budgeting process.
- Ensures alignment of financial planning and analysis with organizational priorities.
- Assists HR, Payroll & Finance teams with researching, designing & implementing technological and business process improvements
- Works collaboratively with the Finance Department to establish and monitor the capital budget

4. Data Collection and Administrative Systems Developments

- Responsible for quantitative and qualitative data collection that inform and guide future goals of Communitas
- Develops benchmarking and priority dashboard metrics for assessing administrative objectives, service quality, and growth.
- Oversees work flow improvements through the review of current processes, exploring technological tools, and managing interdepartmental projects to ensure coordination, integration, and operational efficiencies.

5. Information Technology

- Provides support and oversight to the IT department and supports ongoing strategic initiatives related to automation, continuous improvement to processes, and ongoing software implementation efforts

6. General Administrative Responsibilities

- Along with the Executive Team, responsible to develop objectives and tactics to deliver on the strategic goals, including project/strategy monitoring tools
- Designs & implements business operational strategies with a particular focus on expansion
- Establishes policies and procedures that are in-line with Communitas' Vision, Mission and Values
- Supports the quality assurance process, including accreditation under COA/Social Current

7. Organizational Responsibilities

- Together with the Executive Team and the CEO, identifies and analyzes the nature, severity and frequency of risks, particularly risks related to capital assets and operations.

- Networks with outside agencies and regulatory bodies
- Together with relevant committees, plans for future development of assets and enterprises
- Works to champion an organizational and team approach to quality improvements and initiatives.
- Acts in an advisory capacity regarding business development strategies, including social enterprise
- Actively supports, promotes and enhances the culture of Communitas
- Other duties as necessary

REQUIREMENTS

- Master's Degree in Business, Management, or Leadership
- 5-plus years of senior leadership experience; demonstrated ability to serve at an executive level team
- Prior management or leadership experience in the charitable/non-profit sector an asset
- Demonstrated ability in strategic planning and business development
- Excellent oral and written communication skills and demonstrated ability in data collection, analysis & presentation
- Proven conflict management skills, using an Honest, Direct and Respectful approach
- Demonstrated commitment to high professional/ethical standards
- Ability to advocate/negotiate for issues of importance to the organization
- A personal philosophy that is in line with Communitas' philosophy of service & support for people with disabilities
- Flexibility in working hours: participation at meetings, events, etc. may involve evening or weekends.