

<b>Job Title:</b>	Edmonton Operations Manager	<b>Job Category:</b>	Management
<b>Location:</b>	Edmonton, Alberta	<b>Travel Required:</b>	Yes, mostly in the Edmonton area, but may need to travel outside of Edmonton to represent VHC at meetings or events.
<b>Level/Salary Range:</b>	\$72,000 to \$77,000 per year	<b>Position Type:</b>	Hybrid – primarily work from home but attend meetings/events in person as required. Permanent Full Time, 37.5 hours per week.
<b>HR Contact:</b>	Steve Madore Operations Manager Veterans' House Canada	<b>Application Process:</b>	Please forward your resume and a covering letter by 11 April 2025 to the email address below.

**Applications Accepted By: email [jobs@veteranshousecanada.ca](mailto:jobs@veteranshousecanada.ca)**

#### **Job Description**

Veterans' House Canada (VHC) is a registered national charitable organization based in Ottawa that helps homeless Veterans build a better future by providing permanent, affordable, and supportive housing. We opened our first Veterans' House: the Andy Carswell Building in Ottawa in February 2021 which contains 40 studio units and common areas designed around and for Veterans. Now that the proof-of-concept building is solidly running and given the needs of homeless Veterans across the country, VHC is intending to replicate it across Canada. Our initial target is to build four more buildings in the next five years. We want you to be part of our team making this vision a reality. We are excited that Edmonton will be the site of our second building, which will be located at 13015 - 128 Avenue NW, Edmonton, AB. The construction of this building will commence during the spring of 2025 and is expected to be completed by the end of 2026.

VHC is looking for an experienced and passionate individual to join our team as our Edmonton Operations Manager. In this role you will play a central role in setting up and coordination of the operations of our new building. This will initially focus on ensuring all staff, programs, contracts, policies and procedures are in place and functioning so that we are ready to take in homeless veterans once the building is complete and then continuing the coordination of efforts to provide housing and support services once open. An ability to multi-task in a fast-paced environment is key. It is an exciting time to join our team as we bring on board this new facility. This is an opportunity to leverage your talents and experience in support of homeless Veterans across the country. This position is open for immediate hiring upon a successful application process. As a new position, you will help shape its roles and responsibilities as we grow.

#### **ROLE AND RESPONSIBILITIES**

You will assist the Executive Director and VHC national office staff bring this new building to fruition and be the central POC in Edmonton for coordination details. Note that although you will be involved in certain aspects during the construction process, this will not be your primary responsibility.

You will be responsible to the Executive Director while reporting through the National Operations Manager. Your role and responsibilities may include, but not limited to:

- Be the central point of contact for staff coordination of the Edmonton building amongst VHC staff, with building on-site staff, partners, supporters, contractors and volunteers.
- Be the entry point for any queries coming in for Edmonton to handle or direct as appropriate.
- Serve as the primary point of contact for coordinating the Edmonton building, facilitating communication and collaboration among staff, on-site personnel, partners, supporters, contractors, and volunteers.
- Ensure that lines of communications are open and clear and coordination efforts are synchronized with the national office
- Responsible for the effective and efficient operation of the Edmonton Building including the supervision and coordination of Edmonton Building staff and contractors.
- Proactively seeking opportunities to create mutually beneficial partnerships with community & corporate organizations, and relationships with people of strong standing in their community
- Acting as ambassador of VHC by proactively seeking opportunities to raise VHC profile, presenting at conferences, events, corporate organizations, Community AGMs, bazaars etc
- Be the primary point of contact and establish and maintain close coordination links with the Edmonton Advisory Committee (once established), which is a Committee of the Board of Directors and will provide advice and support for our Edmonton building.
- Build a pipeline and develop submission process for homeless Veterans in need of residence from referrals and other avenues
- Build upon the procedures developed for the Andy Carswell Building, develop appropriate operating procedures for the property, ensuring local legislative or regulatory requirements are adhered to and emergency response procedures are regularly updated.
- Work closely with the Fund Development Manager & Marketing & Communications Manager to support the implementation of the region-wide fundraising & marketing Strategy
- Produce reports and returns as required.
- Support the Executive Director in the preparation and submission of annual reports required of a charitable organization such as with Canada Revenue Agency and other funding agencies.
- Track staffing requirements, coordinate hiring of new employees or contractors as needed.
- Assist in the tracking of donors through the VHC database.
- Responsible for budget coordination, tracking and reporting with VHC national staff and Edmonton Building staff.
- Coordinate visits to the Edmonton Building.
- Represent VHC at local meetings with government officials, supporters and donors.
- Maintain a close relationship with the local Councilor's office, City staff, neighbors and Community Leagues.
- Assist in maintaining communication with elements of the Canadian Armed Forces, the Royal Canadian Legion, Canadian Forces Morale and Welfare Services and other partners at the local and regional level.
- Other tasks as necessary and appropriate.

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

A Veteran of the Canadian Armed Forces. Retired as a Senior Non-Commissioned Officer or Officer.  
Bachelor's degree in business administration or an equivalent combination of education and experience.  
Five years of proven success in an operations management role or equivalent property management experience.  
Knowledge to include familiarity with MS Office, Google Workspace. Must be willing and able to learn other computer software such as Salesforce.  
Must hold a valid driver's license.

**PREFERRED SKILLS, KNOWLEDGE AND EXPERIENCE**

Knowledge of homelessness issues.  
Bilingual (English/French).

**PERSONAL SKILLS AND ATTRIBUTES**

Excellent organizing and planning skills, strong initiative, results oriented, excellent communication skills (written and verbal), relationship builder, confidence in self, compassionate, respect for others, acceptance of others, non-judgmental, good sense of humour, flexibility, positive attitude, excellent judgement, patient.

Satisfactory references are essential conditions of appointment and will be asked for during the interview process.

We are committed to providing an inclusive and barrier-free work environment.

**BENEFIT PACKAGE**

Optional shared costs health and dental benefits.  
Annually 15 days' vacation leave, 5 days personal leave and 10 days sick leave.  
Professional Development/training allowance.  
Professional Development/training opportunities.  
Corporate events: Annual gathering for gelling up with team

***We wish to thank all applicants for their interest and effort in applying for this position; however, only candidates selected for an interview will be contacted.***