

<b>Job Title:</b>	National Operations Manager	<b>Job Category:</b>	Management
<b>Location:</b>	Veterans' House Canada 404 McArthur Ave, Suite 208 Ottawa, ON K1K 1G8	<b>Travel Required:</b>	Yes, locally in Ottawa and to other locations as required.
<b>Level/Salary Range:</b>	80,000 to \$90,000 per year	<b>Position Type:</b>	In person with hybrid options. Permanent Full Time, 37.5 hours per week
<b>HR Contact:</b>	Alan Mulawyshyn Executive Director Veterans' House Canada	<b>Application Process:</b>	Please forward your resume and a covering letter by 11 July 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. This initial proof-of-concept building led to our second project in Edmonton, which is currently under construction and is planned to be opened by the end of 2026. Our current plan is to build three more buildings across Canada over the next five years. We want you to be part of our team making this vision a reality.

VHC is looking for an experienced and passionate individual to join our team as our National Operations Manager. In this role you will play a central role in the coordination of our office, staff, building staff, partners, and contractors. An ability to multi-task in a fast-paced environment is key. It is an exciting time to join our team as we continue with operations in Ottawa, are constructing our second building in Edmonton and look to begin other projects across the country. 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.

#### **ROLE AND RESPONSIBILITIES**

You will assist the Executive Director and VHC national office staff with a central coordination role as VHC expands outside of Ottawa to a national presence and reinforces its operations in Ottawa. You will be the primary Point of Contact for the local Operations Manager located at each building location. This may include, but not limited to:

- Be the central point of contact for staff coordination amongst the staff, with building site staff, partners, supporters, contractors and Board of Directors/Committee Chairs.
- Given each site location will be in a different stage of planning, construction, rent up and program development or implementation, ensure that lines of communications are open and clear and coordination efforts are synchronized.
- Be the primary point of contact and establish and maintain close coordination links with each Local Advisory Committees. Be prepared to attend other committee meetings as required (e.g. Governance and Finance)

- Support the Executive Director in the preparation and submission of annual reports required of a charitable organization such as with Canada Revenue Agency and Corporations Canada as well as any required grant reporting (e.g. Veteran Homelessness Program, Veteran Family Wellbeing Fund)..
- Be the entry point for any queries coming in nationwide to handle or direct as appropriate.
- Responsible for the effective and efficient operation of the VHC national office.
- Supervise and coordinate with VHC Administrative Staff.
- Track staffing requirements, coordinate hiring of new employees as needed.
- Implement and track workplace safety policies to include the management of the VHC WSIB Program and the management of the National regulatory Workplace Safety Program for all staff.
- Assist in the tracking of donors through the VHC database.
- Assist the Executive Director in preparation for any Board of Directors' Committee meetings as required.
- Assist in coordination of meetings and volunteers for VHC Board Committees.
- Assist in office budgeting and expense tracking.
- Coordinate visits to VHC buildings and construction sites.
- 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 national level.
- Other tasks as necessary and appropriate.

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

Bachelor's degree in Business Administration or an equivalent combination of education and experience.

Five years of proven success in an operations management role.

Basic computer knowledge to include familiarity with MS Office, Google Workspace. Must be willing and able to learn other computer platforms such as Salesforce.

#### **PREFERRED SKILLS, KNOWLEDGE AND EXPERIENCE**

A Veteran of the Canadian Armed Forces.

Knowledge of Canadian Armed Forces Veterans and 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.

#### **BENEFITS 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.

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, starting with the staffing process. If you require accommodations during any phase of the evaluation process, please let us know.

*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.*