



NORTH EAST OUTREACH & SUPPORT SERVICES

BOX 2066 | MELFORT, SK | S0E 1A0
124 MCKENDRY AVE W
PH: 306.752.9464 | FAX: 306.752.3122

INTERNAL OPERATIONS COORDINATOR POSITION DESCRIPTION

DIRECT SUPERVISOR: EXECUTIVE DIRECTOR

DUTIES

- Leadership
 - Report to Executive Director, submit reports as requested
 - Act as liaison with Board of Directors in the event of Executive Director being unavailable
 - Keep Executive Director informed of significant issues affecting the development and delivery of programs
 - Participate with the Board, Executive Director and staff in the development of a strategic plan and ensure implementation
 - Ensure implementation of strategic and operational plans along with the Executive Director
 - Develop operational plan with the Executive Director
 - Develop and implement policy along with Executive Director and Program Managers
 - Assist Executive Director with appropriate risk management
 - Ensure Occupational Health & Safety Regulations are adhered to
 - Ensure front desk coverage
- Administrative and Fiscal Management
 - General oversight and management of organization in cooperation with the Executive Director
 - Working with Executive Director and managers, to identify gaps in service, develop and evaluate programs
 - Assist Executive Director with proposals and research
 - Ensure programs operate as per funding agreements and reporting is complete
 - Ensure that sound accounting policies, procedures and controls are followed along with Executive Director
 - Assist the Executive Director to ensure compliancy with all legislation covering taxation, withholding payments, filing of an annual return
 - Maintain an inventory of assets and equipment
 - Maintain Capital Asset management budgets
 - Assist Executive Director to ensure personnel and client files are securely maintained and that privacy is adhered to
- Personnel Management
 - Appropriate staffing consistent with strategic direction and financial resources
 - Conduct regular staff meetings
 - Oversee and assist program managers
 - Recommend human resource policy and procedure changes and ensure sound personnel practices
 - Ensure employee adherence to requirements set out in policy
 - Assist Executive Director and Program Managers to establish a positive, healthy and safe work environment in accordance with all legislation
 - Oversee recruitment, interview and selection process for new staff.



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- Ensure an orientation, training and performance monitoring is completed in accordance with policy
 - Coordinate any disciplinary action for employees with Program Managers and Executive Director
 - Community Relations
 - Liaise with government agencies as directed
 - Partnership building
 - Ongoing communication and public relations activities
 - Provincial meetings as directed by Executive Director
- * All other duties as requested by ED

EXPECTATIONS

- Follow a strict code of Confidentiality at all times
- Adhere to agency policies and procedures
- Maintain professional and ethical boundaries
- Represent North East Outreach and Support Services Inc. in a positive manner
- Participate in community awareness events
- Work independently and in a team atmosphere, in accordance to the agency philosophy, mission and goals
- Complete administrative documentation related to position duties
- Complete required valid training within 60 days of hire:
 - CPR/First Aid
 - WHMIS

QUALIFICATIONS

- A bachelor degree or a combination of education and experience required to fulfill the duties above (ex. Commerce Degree, Business Administration Degree, or Human Resources Degree)
- Training in management, program development and human resources would be an asset
- Knowledge of sound accounting practices and fiscal management
- Knowledge of nonprofit environment
- Computer proficiency in Microsoft Office
- Knowledge of Sage Accounting would be considered an asset
- Excellent interpersonal and communication skills
- Aptitude for public relations
- Demonstrate strong organizational and workload management
- Ability to work flexible hours including some evenings, nights and weekends
- Must be bondable
- Demonstrate knowledge of and empathy for victims of interpersonal violence
- Preference will be given to individuals living within the service area of North East Outreach and Support Services Inc. and possess a valid Saskatchewan driver's license



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- Must be prepared to provide a criminal records check, vulnerable persons check and third party liability