



Operations Supervisor

Full time position (37.5 hours per week)

Fixed Term 1 year contract with the possibility of extending based on performance and funding

\$48-55K per year - negotiable based on experience

Vancouver - Downtown Eastside

Tides Canada is dedicated to a healthy environment, social equity, and economic prosperity for all Canadians. We bring giving, investing and doing under a single roof so that we can accelerate positive change, achieve greater impact and advance solutions across Canada. Tides Canada's shared platform provides governance, human resources, financial, and grant management for Binners' Project.

Binners' Project, a project on Tides Canada's shared platform, fosters the social and economic inclusion of waste-pickers (binners), builds community resilience and stronger networks, and focuses on urban sustainability. Binners' Project is a charitable initiative with social enterprise programs that provides low-barrier employment and capacity building to over 150 marginalized individuals.

Through our programs, which are run in Downtown Eastside Vancouver, we empower binners as part of the local economy - building a community from the bottom up. We provide job skills and income opportunities for people with traditional barriers to employment in the Downtown Eastside. The social enterprise programs are made up of 1) public waste education at events and 2) back-of-house waste sorting.

The key objectives of these programs include:

- community and capacity-building,
- raising awareness;
- and providing employment programs.

Position Overview

Reporting to the Director, the Operations Supervisor will lead the delivery of our Social Enterprise programs. The Operations Supervisor's main objectives are to optimize operations, grow volunteer and staff work efficiency and develop a motivated and high performing team. This will be a results driven role whereby the Operations Supervisor will be responsible for creating innovative, motivational ways to achieve operational targets, while building the capacity of 18+ binner-staff and 50+ binner-volunteers.

This is a role for someone who has proven operations supervision experience, preferably with frontline work experience in working with people with barriers to traditional employment. The operations supervisor drives the overall delivery of our contracts and supervises staff working simultaneously on numerous sites. It is a great role for someone who is resourceful, organized, and highly driven by results. The role includes operational and administrative planning, as well as quality control of our programs and overall management of team productivity, cash handling, and personnel management tasks.

Operations Supervisor Key Responsibilities

1) Operational Planning

- Establish operational documentation regarding procedures, policies and action plans
- Create and/or improve internal systems and procedures for the delivery of our programs with partners
- Monitor and run the day-to-day delivery of programs and services of Binnners' Project
- Conduct risk assessments of on-site safety processes to ensure Binnners' Project maintains a high level of protection for its members
- Maintain cash handling procedures that are in line with proper accounting procedures and Tides Canada standards
- Support management in the design and implementation of new initiatives to improve operational infrastructure and sustainable processes
- Review, manage & order supplies for social enterprise programs
- Schedule & monitor attendance at sites (events & building sites);
- Rostering and scheduling responsibilities for binnners to sites, monitor timesheet submissions, attendance & incident records
- With the support of the Community Engagement Manager, plan and provide equitable opportunities to an evolving and growing group of binner staff and volunteers

2) Volunteer & Staff-binnners Supervision & Capacity Building

- Provide capacity support to 2 binner-coordinators, 16 binner-staff, and 50+ binner-volunteers - building and retaining a high performing team
- Perform employee performance evaluations as well as communicating with TC HR to create strategies on employee relations, morale, compensation and retention
- Manage training of operations employees to ensure a consistent level of productivity, adherence to policies & procedures and great quality of work
- Inform and act as a source of knowledgeable for the interpretation of related procedures, policies and best practices for our social enterprise delivery
- Actively participate conflict resolution when required
- Submit timesheets for casual staff (18 staff-binnners)

3) Quality Control & Programs Delivery

- Build a robust system for quality control that includes regular site visits, receiving client feedback and translating it back to our crews, and troubleshooting on-site issues
- Incident reporting & follow up: internal team incidents review, follow ups, and facilitating effective teamwork
- Control quality by exercising due diligence and care on operations to prevent service failures and client dissatisfaction

Requirements

- 2 years minimum working in the non-profit sector, ideally in a frontline capacity
- 2 years minimum working in an operational supervisory role, or similar experience

Our Ideal Candidate

- Demonstrates an awareness and sensitivity to the needs and concerns of individuals from diverse cultures, backgrounds and orientations.
- Has knowledge of Vancouver Downtown Eastside community (or other communities with similar challenges), and ideally someone who has experience working with groups who may have experienced barriers to traditional employment
- Self-starter; displaying a high level of initiative; thriving in an entrepreneurial culture
- Someone who is flexible, humble, and okay with rolling up your sleeves and jumping in to support the crews
- A high tolerance for ambiguity and the ability to manage change with an action-oriented drive – must thrive in a dynamic environment
- Able to be responsible and take ownership - ability to manage tasks and projects to completion
- High degree of computer literacy
- Flexibility of work hours (including evenings and weekends)
- Excellent facilitation and mentorship skills, as well as gentle but strong leadership skills
- Ability to multitask
- Highly organized
- Positive attitude and commitment to excellence, even in challenging situations'

Compensation Package

- Salary: \$50K per year - negotiable based on experience
- 2- weeks' vacation first year, 3-weeks second year
- Health benefit insurance available in the second year

Binnings' Project values the diversity of the people it works with and serves. We foster a work environment in which individual differences are recognized, appreciated, respected and responded to in ways that fully develop and utilize each person's talents and strengths.

Application Process

Please apply by sending a cover letter and your CV to info@binningsproject.org. Please note that interviews and selection will be on a **rolling basis**. Applications open until the position is filled.

In your letter, address the following questions:

1. Why do you want to work with the Binnings' Project team? (150 words max)
2. Tell us about the skills you have that will enable you to get the job done.

As Binnings' Project is a project of Tides Canada,



the selected candidate will be an employee of Tides Canada.

Tides Canada is committed to creating a diverse environment and is proud to be an equal opportunity employer.

Our sincere appreciation to all those expressing interest in the position, however, only those applicants invited for an interview will be contacted.

We will accept applications until the position is filled. No recruiters please.