



## **Family Reunification Program Operations Site Manager**

**Location:** Otipemisiwak Métis Government's Family Reunification Building – Edmonton, AB

**Closing Date:** Until Suitable Candidate Found

**Position Status:** Full-time, Permanent (40 hours/week)

Please note: This is a 24/7 program, and evening, weekend, and holiday work is required. This position will also be required to share on-call responsibilities with the Associate Director to ensure continuous support and oversight of program operations.

The Operations Site Manager is a key leadership role responsible for the overall operational management and success of the Family Reunification Program (FRP) site. Reporting to the Associate Director of Family Care, this position ensures the seamless delivery of services by overseeing daily operations, managing staff, and implementing policies and procedures that enhance program efficiency and effectiveness. The Operations Site Manager is responsible for supervising and supporting FRP staff, ensuring adherence to best practices, and fostering a collaborative work environment. This role also involves monitoring and evaluating program performance, ensuring compliance with internal policies and external regulations, and driving continuous improvement to align with strategic goals.

The ideal candidate will have experience in program operations, staff management, and policy development, with a strong understanding of child and family services, crisis intervention, and culturally responsive practices. They will be highly organized, proactive, and skilled in problem-solving to effectively address operational challenges while maintaining a high standard of care and service delivery.

### **Key Responsibilities**

- Build and maintain strong relationships with the FRP team, persons served, stakeholders, and service providers.
- Oversee administrative processes, including reporting, compliance, file audits, and critical incident reviews.
- Develop, implement, and monitor operational policies to ensure high program standards.
- Ensure accurate documentation, outcome tracking, and regulatory compliance.
- Lead staff meetings, performance reviews, and professional development initiatives.
- Approve and oversee staff scheduling to maintain adequate coverage.
- Provide guidance and oversight to program supervisors and staff.
- Foster a collaborative, accountable, and innovative team environment.
- Address staff performance concerns through coaching and corrective actions.
- Ensure trauma-informed, culturally responsive service delivery.
- Oversee development and implementation of individualized support plans.
- Manage site operations, including inspections, maintenance, and safety compliance.
- Work with contractors and maintenance teams on facility needs and emergencies.
- Plan and oversee site-wide events, activities, and workshops.

- Support families in accessing financial benefits and resources.
- Manage operational budgets and resource allocation with the Associate Director.
- Oversee staff training, continuous improvement, and innovation in site operations.
- Ensure compliance with legislation, policies, and health and safety standards.
- Identify risks and implement mitigation strategies for staff and client safety.
- Oversee data collection and reporting to support program evaluation.
- Collaborate with Otipemisiwak Métis Government departments and external partners for integrated service delivery.
- Manage and oversee Accreditation processes with the Associate Director.
- Prepare and submit monthly reporting and nominal rolls to stakeholders.
- Oversee quarterly Quality Assurance Committee (QIC) meetings and manage outcome reports and accountabilities related to program and service improvements.
- Support and implement current initiatives, which may include:
  - Ethics Consult Committee
  - We Stand Together Persons Served Council Meeting
  - OHS Site-Specific Compliance
  - Appropriate Use of Antipsychotics (AUA) Initiative
  - CAC Accreditation Planning Committee
- Other duties as required or assigned.

### **Skills & Competencies**

- Strong leadership and decision-making skills with the ability to oversee complex operations.
- Ability to coach, mentor, and empower staff to achieve program objectives.
- Advanced knowledge of case management, family reunification, and trauma-informed care.
- Skilled in policy development, compliance monitoring, and organizational management.
- Excellent interpersonal, conflict-resolution, and relationship building skills.
- Cultural competency with a deep understanding of Métis families and intergenerational trauma.
- An in-depth understanding of the Otipemisiwak Métis Government and Métis culture, people, and values.
- Strong analytical, problem-solving, and crisis management capabilities.
- Exceptional listening, verbal, and written communication skills, with an ability to produce professional documents, reports, and presentations.
- Strong sense of ethics and the ability to handle sensitive or confidential information with tact and discretion.
- Excellent organizational skills, including an ability to efficiently respond to numerous demands, short deadlines, and complex and varied inquiries from staff, persons served, and stakeholders.
- Ability to work under pressure and adapt to changing priorities and requirements.
- Ability to work effectively in a stressful environment and communicate and respond calmly in difficult situations.
- A proven track record of building collaborative partnerships with a variety of internal and external stakeholders, including government, industry, service providers, and community.
- Proficient in Microsoft Office (Excel, Outlook, PowerPoint, Teams) and Google Docs, Google Sheets, and Google Forms.

### Qualifications

- Post-secondary degree in Social Sciences, Community Services, or related field (e.g., Social Work, Psychology, Child and Youth Care, Addiction Studies) along with demonstrated experience in a similar role.
- Registration or eligibility for registration with an appropriate Regulatory Body under the Health Professions Act (e.g., ACSW).
- Minimum 5 years of experience in a related field, with at least 3 years in a senior management or supervisory role.
- Experience with strategic planning, program management, and leadership experience.
- Previous experience with provincial children and family services, children in care, or families in crisis is an asset.
- Indigenous Awareness Training and training in Trauma-Informed Care is an asset.

### Other Requirements

- Position will be based in Edmonton, Alberta.
- Availability to work a mixed schedule of days, evenings, weekends, some holidays and possible overnight stays.
- Some travel within Alberta is a requirement. Additional less frequent out-of-province travel may also occur, with notice.
- Must have a valid driver's license and an operational vehicle.
- Clear Criminal Record Check with Vulnerable Sector Check with renewal every two years is required.
- Clear Child Intervention Record Check with renewal every two years is required.
- First Aid with CPR Level C is required within three months of hire date.
- Medication Administration Certification is to be obtained within one month of hire date.

### What We Offer

- An opportunity to work for Otipemisiwak Métis Government under its newly ratified Constitution and be an instrumental part of the largest Indigenous Government in Canada as it rapidly grows and develops.
- An opportunity to learn about Métis culture, history, and art.
- Personal development & career opportunities.
- A comprehensive benefit package and employer contributions to Pension Plan.
- Generous time off policies.

Métis applicants are encouraged to apply. Apply online at <http://albertametis.com/careers/>.

***The Otipemisiwak Métis Government thanks all applicants for their interest. Only applicants selected for an interview will be contacted. Please note that candidates who have been selected to move forward to the next stage of the recruitment process will receive an email to complete a short online one-way video interview. Should you have any concerns with completing the video interview, please reach out to Human Resources by responding to the email invitation. No phone calls please.***