



Opportunity Profile

DIRECTOR OF OPERATIONS
ISHTAR WOMEN'S RESOURCE SOCIETY

NELSON/KRAFT
AND ASSOCIATES

EXECUTIVE SUMMARY

Ishtar Women's Resource Society (IWRS) is looking for an experienced leader, with a passion for eliminating violence against women, to join their team as Director of Operations.

Under the general direction of the Executive Director, in alignment with the Mission and in accordance with the Strategic Priorities, the Director of Operations provides overall leadership to eight direct reports and actively works on the overall Human Resource Strategy, developing a funding model and the social media direction as part of the Brand Awareness Strategy.

The scope of accountability encompasses ongoing development and management of IWRS operations including: housing and property management, client programs and services, operations and administration, human resources, digital strategy and communications and fund development.

If you are a seasoned executive who is strong at building processes and working in teams, possesses flexibility in handling unpredictable situations, and has compassion in supporting IWRS's vulnerable residents, we would love to connect.





WHO WE ARE

In 1972 in Langley, BC, there were no safe shelters for women who were fleeing from domestic violence. A group of women responded to this need by opening Ishtar House. Since then, IWRS has grown with the addition of Libra House and with the development of multiple programs to meet the evolving needs of women and their children who access our services.

We have a responsibility to use our power and privilege to stand beside all women to ensure they are treated with dignity and respect. This solidarity is vital in the elimination of violence against women.



OUR MISSION

To honour, embrace and celebrate the power, resilience, courage and knowledge of all women. We work collaboratively for systemic change where equality means inclusion, opportunity and accessibility for all. We work together locally for a world where all women and girls are safe emotionally, mentally, financially, physically, sexually, spiritually and culturally.

STRATEGIC PRIORITIES

To attain our mission, IWRS is empowered with the following 3 Strategic Priorities.

Community Engagement & Awareness

We will undertake a thoughtful and incremental process of building relationships within the community and within our sector beginning in 2022, through five concurrent streams:

- Media relations
- Public speaking
- Special events
- Stewardship
- Brand awareness strategy

Programs & Services

We will expand our present programming and introduce new programs and services starting in 2023 and continuing annually through four overlapping phases:

- Identification and prioritization of the highest needs
- A funding model
- Facility requirements
- A human resources strategy for recruitment, retention and succession planning

Second-Stage Housing

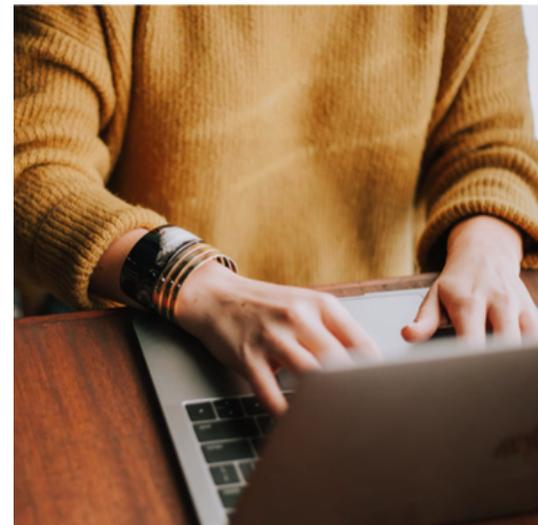
We will meet the longer-term needs of the women and children served by IWRS with the establishment in 2025/2026 of second-stage housing and do so through three overlapping phases:

- Government relations
- Advocacy, community, awareness and funding
- Facility logistics planning

KEY RESPONSIBILITIES

As a member of the Senior Leadership Team, the Director of Operations is responsible for the oversight of the organization's operational system and reviewing procedures and policies to improve day-to-day operations. The position supports the Senior Leadership Team of directors to provide effective leadership, strategic direction and problem-solving across the organization. The Director of Operations reports directly to the Executive Director.

- Responsible for ensuring agency policies are evaluated and updated such as Ishtar's service model, human resources policies and the communicable disease prevention policy. This also includes responsibility to enforce any applicable Provincial Health Orders or requirements that arise.
- Apply for funding to expand and enhance Ishtar's programs and resources.
- Responsible for the maintenance of Ishtar's building and office upkeep, including generating a list of preferred contractors for Ishtar approved by BC Housing.
- Responsible for the maintenance of Ishtar's vehicles including repairs, insurance and sign in/out systems.
- Assist in the funding and fiscal management responsibility of the organization, including donor management, tax receipts and all other reasonable tasks to benefit Ishtar.
- Discuss strategies and make decisions with the Senior Leadership Team when critical agency issues arise.
- Support the Executive Director in all areas as required.



QUALIFICATIONS

- Master's degree or equivalent in experience in a relevant field.
- 5 years of recent related experience, or an equivalent combination of education, training and experience.
- Experience working with or in a non-profit. Management experience preferred.
- Must demonstrate a good working knowledge of community resources in the Fraser Valley.
- Responsible for the general upkeep and maintenance of the two offices, oversee the company vehicles, and support the coordinators of the transition houses, including coordinating approved renovations with BC Housing and contracting maintenance services.
- Knowledge and understanding of the family and housing issues that vulnerable women and children face everyday.
- Must have working knowledge of management responsibility, fiscal responsibility, supervisory skills, and coordinating staff and/or volunteers.
- Must be able to work independently as well as part of a team.
- Must have strong written and oral communications skills, including the ability to compile accurate records and prepare reports.
- Must possess a good working knowledge of computer systems and programs.
- Must demonstrate the ability to identify with the mandate, policies and procedures of the organization.

QUALIFICATIONS CONTINUED

- Must have a satisfactory criminal record check completed.
- Must work within the agency culture which reinforces a positive sense of belonging to all women and children fleeing domestic violence and homelessness.
- Experience managing and implementing policies and procedures.
- Act as the main liaison to the accounting firm and support the accounts team with account payroll, benefits, etc.
- Manage the reporting requirements from main funders such as BC Housing and other government agencies.
- Interact with our digital service provider(s); monitor and oversee the digital strategy related to our social media presence and website.
- Oversee the day-to-day operations for the two transitional houses and two offices (main and outreach) in Langley.

OUR SEARCH TEAM



MARK KRAFT
LEADING THE SEARCH

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778.982.4427

Mark is a trusted and sought-after executive search leader, with over 20 years of combined experience in the public and private sectors. Bringing a deep level of care and commitment to his clients, Mark has successfully led over 100 executive talent searches across Canada, for roles ranging from CEO to CFO, to COO. With his breadth and depth of experience, Mark has become a respected advisor and go-to expert for non-profit, charity, and faith-based organizations looking to source top executive talent.



RYAN FERNANDES
SUPPORTING THE SEARCH

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416-278-9166

Ryan brings over 15 years of progressive financial, people and global leadership experience across a broad spectrum of Fortune 500, private equity and private businesses ranging from CPG, automotive, food and beverage, and supplements. Some of the leadership roles Ryan has held include VP Operations and Supply Chain, VP Supply Chain, VP Supplier Based Management and Logistics Manager. Having been both a candidate and a hiring manager with several executive recruiters, Ryan has the perspective to help a client clearly articulate their needs and wants as well as identifying a candidate who will excel in the role.



SHARON CYMBALUK
SUPPORTING THE SEARCH

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Sharon brings over twenty years administrative experience to the team. For over a decade she has worked closely with CEO's and leaders of national charities, providing administrative support to over 50 boards, and managing national annual conferences. Sharon has assisted in over 60 executive searches and is excited to come alongside organizations and assist them in building their team of leaders.

ESTIMATED SEARCH TIMELINE

While every search is dynamic and time frames are hard to predict, the following is an overview of the expected timeline for this search:

Location: Langley, BC

Application Deadline: October 17, 2022

Short List Interviews: late October

Start Date: ASAP

HOW TO APPLY

Please forward a PDF of your resume and cover letter to info@nelsonandkraft.com.

Nelson/Kraft & Associates Inc. is an executive consulting firm that specializes in working with not-for-profits and for-profit businesses across Canada, assisting them in the placement of senior executives and directors.

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Nelson/Kraft & Associates Inc. also welcomes and encourages applications from candidates with disabilities. Accommodations are available on request for candidates taking part in the selection process. If you require disability-related accommodation during the recruitment process, please contact us.