

CAREER OPPORTUNITY

SENIOR DIRECTOR, STRATEGY AND OPERATIONS

EMPLOYER:

Canadian Centre to End
Human Trafficking

EMPLOYMENT TYPE:

Full-time / Permanent
Monday–Friday, 9 a.m.–5 p.m.

JOB LOCATION:

Remote, must be eligible
to work and live in Canada

REPORTS TO:

Executive Director

SALARY:

\$100,000—\$110,000,
plus benefit package

START DATE:

Early 2025

ABOUT THE CENTRE

Founded in 2016, The Canadian Centre to End Human Trafficking (The Centre) is a national charity dedicated to ending all types of human trafficking in Canada. We work to mobilize system change by collaborating and working with various stakeholders, including people with lived experience of human trafficking, all levels of government, frontline service providers, and private sector businesses, to advance best practices. The Centre supports the anti-human trafficking movement through [education and awareness building](#), [policy development and advocacy](#), [research and data collection](#), [convening and knowledge mobilization](#).

In 2019, The Centre launched the Canadian Human Trafficking Hotline, a confidential, multilingual service operating 24/7 to connect victims and survivors with immediate and localized support, including social services and law enforcement if they so choose, as well as receive third-party tips from the public.

The Centre operates on an annual budget of approximately \$3 million with a staff complement of about 30 team members, with roughly two-thirds of The Centre's staff working directly on the Canadian Human Trafficking Hotline. The Hotline's staffing model includes a combination of full- and part-time staff that undertake shift work to ensure the 24/7 operation of the Hotline. Approximately one-third of The Centre's staff work regular office hours, with flexibility, Monday-Friday, 9 a.m. to 5 p.m. Eastern.

We are a 100% remote organization, though occasional travel and in-person meetings may be required.

THE ROLE

Reporting to the Executive Director, the Senior Director of Strategy and Operations is a key leadership position that will play a vital role in actualizing The Centre's vision, mission and goals. This role will involve oversight and responsibility for all operational aspects of The Centre, including leading the hotline operations, managing technology and systems, finance and human resources, and supporting stakeholder relationships. The successful candidate will play a critical role in strategic decision-making on the senior leadership team as we grow our impact and capacity.

This is a cross-functional role with opportunities for growth. If you are passionate about diversity, equity and inclusion, human rights, social justice and contributing to an organization that lives by its values, this could be an excellent opportunity for you!

This role will be responsible for the following key areas:

- People and operational leadership
- Financial management and planning support
- Human resources management
- Technology and systems management
- Stakeholder relations

Apply, even if you don't check every box

Please don't be discouraged from applying if you do not meet the precise combination of skills, attributes, qualifications and experience listed in this job ad.

The ideal candidate will have expertise in people and operational leadership and strong experience in, at minimum, two of the other areas of responsibility, with some familiarity in other areas.

DUTIES AND RESPONSIBILITIES

People and operational leadership

- Proactively work to ensure that The Centre's policies and procedures set all team members up for success to achieve organizational and personal development goals
- Maintain primary oversight over all protocols, policies and business systems related to operating the Canadian Human Trafficking Hotline, with the support of two Hotline Managers and the IT Manager
- Regularly review HR and business systems to ensure The Centre is meeting best practices in trauma-informed approaches
- Establish and regularly review key performance indicators (KPIs) and continuously analyze performance data to adjust strategies in real-time.
- Assist department leads in developing and implementing processes that support organizational health, learning and development to help engage the team and maintain a healthy and effective workplace
- Champion and promote Diversity, Equity and Inclusion in all facets of the organization

Financial management and planning support

- Working closely with the Director of Finance, oversee all day-to-day finance functions for The Centre, including those related to reporting to funders and the Board of Directors
- Oversee reporting to funders while maintaining a commitment to transparency, donor privacy, and ethical fundraising practices in line with legal and industry standards
- Support the Executive Director and Director of Finance to establish The Centre's annual operating budget
- Provide recommendations to the Executive Director relating to program and project budgets and operations

Human resources management

- Work closely with the Executive Director and The Centre's fractional HR firm to implement and maintain policies, procedures and systems in compliance with current and relevant legislation
- Oversee processes for recruiting, onboarding, offboarding, exit interviews and other human resource needs in collaboration with the HR firm, in alignment with trauma-informed practice
- Manage and maintain all HR records, including employment agreements and contracts for both staff and contractors

Technology and systems management

- Oversee management and maintenance of all IT systems, including technology used remotely by all team members
- Identify opportunities for system improvements to reduce administrative burden and provide tools that help team members succeed in their roles
- Working with the IT Manager, ensure The Centre is maintaining the highest levels of digital security, and establish risk assessment and emergency planning procedures
- Provide oversight over all vendors and contractors that are engaged as part of the running of the Hotline

Stakeholder relations

- Nurture relationships with existing donors and ensuring donor satisfaction through consistent communication and recognition
- Represent The Centre publicly, as required
- Support the stewardship of relationships with a broad range of stakeholders including other non-profit organizations, all levels of government, and private sector entities
- Support the Executive Director in developing and increasing funding from new and existing sources, as required

PERSONAL ATTRIBUTES

- A strategic leader who values collaboration with an aptitude for problem-solving
- Strong organizational and project management skills
- Dedication to ongoing learning and development
- Leads with empathy, sensitivity and a high degree of emotional intelligence
- Entrepreneurial mindset and ability to work in a fast-paced environment
- Committed to leading through a person-centred and trauma-informed lens

REQUIRED SKILLS & EXPERIENCE

- A minimum of ten years of relevant experience, with at least five years in a leadership position
- Post-secondary education in social services, business management, non-profit management or equivalent
- Demonstrated success leading high-functioning, mission-driven teams with responsibility for staff supervision, planning and budgeting
- Strong project management skills with a solid track record for completing high-impact projects on time and within budget
- Knowledge of non-profit accounting practices and experience overseeing financial management processes within the charitable sector

- Familiarity with best practices in human resources and employment law. (A fractional HR firm supports the Centre. The ideal candidate does not need to be an expert in human resources, but should have some familiarity)
- Demonstrated success in fostering a trauma-informed, diverse, equitable and inclusive environment for a forward-thinking organization
- Knowledge of organizational management and operational efficiency
- Experience with tools such as Teams, MS Office, and project management software
- A solid track record of leading, developing and retaining individuals and teams, and empowering them to elevate their levels of responsibility and performance

DESIRED SKILLS (NICE TO HAVE)

- Proficiency in French or Spanish
- Experience in leading organizations that have implemented trauma-informed practices and policies
- Experience in fundraising and knowledge of the Canadian foundation landscape
- Experience in a non-profit organization or social impact environment
- Experience leading programs that function in a 24/7 shift work or call center environment

WHY WORK WITH US

- **Impactful work:** We are a mission-driven team that is passionate about creating social change to end all forms of human trafficking in Canada.
- **Inclusive and supportive culture:** We celebrate and value diversity and embrace the value that unique perspectives, talents and experiences bring to our work. When asked how they would describe The Centre, the top three answers from our team are “supportive,” “collaborative,” and “open”.
- **Opportunities for growth:** We are committed to supporting the professional development of our team. We ensure an annual professional development budget so that our team has opportunities to learn and grow at The Centre.
- **Great benefits:** We have a competitive benefit package available to our team and their dependents that prioritizes well-being and work-life balance.
- **Employer matching pension program:** We match up to four percent of pension contributions for all full-time staff.
- **Paid time off:** We offer four weeks of vacation and ten paid sick days per year, with policies that provide flexibility for extenuating life circumstances.
- **Remote working environment:** We are a 100% remote workplace. Our team members are all provided with the equipment they need to succeed in their roles, and we offer a \$300/year stipend to support a safe and functional home office environment.
- **Flexibility:** Our team can live and work from anywhere in Canada and can work outside of Canada for up to three months with prior approval. Staff that aren't

required to do shift work are eligible for year-round flextime, as well as seasonal flextime between June-August so that team members can take up to an additional five Fridays off during the summer months.

HOW TO APPLY

We encourage applicants from all backgrounds and experiences. Please submit a resume and cover letter highlighting at least three areas of responsibility you excel in and how you will contribute to The Centre. Submit applications to hr@ccteht.ca by **November 29, 2024, 11:59 p.m. EST**, with "Senior Director, Strategy and Operations" in the subject line. Finally, please include your full name in the file names of any attachments you provide.

Applicants must be eligible to work and reside in Canada. Only candidates selected for an interview will be contacted.

We welcome applications from individuals from systematically excluded communities, including persons with lived experience of human trafficking, women, racialized persons, Indigenous Peoples, members of the 2SLGBTQIA+ community, and persons with disabilities.

The Centre adheres to the Ontario Human Rights Code in all recruitment practices. Please let us know if you require accommodation to participate in the recruitment process.

WHAT TO EXPECT

- First-round interviews with selected candidates.
- Potential skills-testing assignment followed by second- or third-round interviews.
- Interviews conducted online via Zoom or Teams.
- Final candidate must complete a background and police record check (covered by The Centre).

We aim to have our new Senior Director of Strategy and Operations start in early 2025.

For more information about The Centre, please visit our website at www.canadiancentretoendhumantrafficking.ca