



## CHIEF OPERATIONS OFFICER

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**Title:** Chief Operations Officer

**Type:** Full-time Permanent

**Reports:** Chief Executive Officer (CEO)

**Location:** Mississauga

**Industry:** Not-for-profit

### COMPANY PROFILE

Founded in 2004, Jake's House is a Provincially and Federally funded Canadian charity with a mission to provide meaningful support to families living with autism across the country. Recognizing that more than any other single issue, families dealing with autism need a community, Jake's House is committed to growing a strong network of people who understand and care - a family, determined to provide tangible solutions at every stage of life.

Specifically, Jake's House supports individuals on the spectrum throughout their lifespans through four core initiatives: 1) Jake's House Annual Holiday Parties, a 15-year tradition of bringing families together for a welcoming, fun and festive celebration; 2) Legends Mentoring Program, themed group mentoring workshops that provide youth with opportunities to learn skills, socialize and make friends; 3) Jake's House Employment Mentoring, a program that supports the integration of young adults into the workforce; and 4) inclusive housing solutions, designed to address the growing housing gap in the autism community, giving more aging adults a place to call home.

The ideal candidate will be working with a dynamic, fast-growing organization, collaborating with a passionate, dedicated team.

### JOB OVERVIEW

Jake's house is looking for a strategic, mission-oriented, and seasoned leader who will serve as the Chief Operations Officer (COO), reporting to the CEO. The COO will lead diverse teams responsible for the development, on-going monitoring, and management of our four core initiatives. The ideal candidate will hold a strong background in the development and management of community housing services in Ontario, along with a solid understanding of finance, revenue generation and risk management principles. With a strong emphasis on developing and nurturing relationships with key stakeholders in government and across various sectors, the COO will also develop and advance the strategic direction of Jake's House. Continuously focusing on raising the profile of the organization, increasing the value proposition, advance events, program and services. Demonstrate the organizations values and reinforce these values across the greater organization. This role holds responsibility for the overall financial objectives. The COO is also responsible for establishing and building key relationships needed to fulfill program, administration, and support services



obligations.

## RESPONSIBILITIES

### Operations Including Program and Service Delivery

- Oversee the research, planning, development, implementation and evaluation of programs and services that are consistent with and promote the vision and goals of the CEO and Board
- Develop budgets and management practices for community housing program, ensure smooth transition from development to operations
- Develop, implement, and improve new programs in collaboration with internal and external stakeholders
- Establish and apply a quality assurance process to ensure continued program excellence
- Collect and report all required municipal, provincial, and federal funding data in a timely manner
- Continually enhances industry knowledge and expertise through property management publications, trainings, networking events, trade group association membership and webinars
- Oversee the acquisition and implementation of IT systems and devices as required and ensure information security and privacy as required by law
- Oversee human resources management, ensuring a fair and transparent relationship with employees which is compliant with human rights, health and safety, labour, and employment standards legislation within the jurisdictions that Jake's House serves

### Strategic Direction

- Work with the CEO to develop, implement, monitor, and evaluate the strategic plan for the organization and ensuring financial and human resources are available to support this plan
- Foresee and identify potential risks, challenges, and changes in the short- and long-term future and develop strategies for mitigating such risks
- Collaborate with the CEO, Leadership Team, and Board on strategic and budgetary planning

### Government/Stakeholder Relations and Advocacy

- Build and nurture relationships with government representatives, service partners, leaders in various sectors and other key stakeholders
- Assure the organization and its mission, programs, products, and services are consistently presented in strong, positive image to relevant stakeholders
- Solicit new opportunities through existing relationship, fostering new relationships, and ensuring a positive reputation within the autism community
- Exceptional interpersonal and networking skills, business acumen and the ability to negotiate
- Negotiate partnership agreements with agencies and service partners to expand and deliver programs and services, monitoring contract performance for improvement
- Build networks of key stakeholders to expand programs and profile for Jake's House on a regional and national basis
- Represent Jake's House programs and services to government and other funders as required



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- Inform and collaborate with Board committees as it relates to programs and services under supervision
- Remain informed on current and emerging trends in autism, mentorship, employment and community housing programs and research and recommend adaptation for Jake's House

### Leadership & Team Management

- Support the CEO in fulfilling strategic and operational objectives
- Provide leadership, direction, guidance and supervision to director and manager level employees at Jake's House along with service partners and external vendors
- Build and lead program and service staff, setting clear objectives and outcomes aligned with strategic and operating plans
- Be a highly visible leader committed to developing and growing the culture at Jake's House
- Demonstrates effective delegation of staff responsibilities and a system of follow up and accountability;
- Monitor staff performance and facilitate development, coaching and improvement
- Provide strategic leadership and translate the Jake's House vision into measurable goals and definitive actions that advance the mission of the organization and motivate employees
- Act as an advisor to the CEO by implementing plans and making recommendations where appropriate

### Governance and Risk Management

- Work with the Chief Executive Officer (CEO) to ensure organization is on track from an operational and governance standpoint; operational policies and procedures are adhered to throughout the organization
- Oversee policies and procedures to ensure risk management and safety of all Jake's House families, volunteers, and overall program compliance

### Philanthropy and Fundraising

- Oversee and identify potential funding and grant opportunities
- Lead funding applications and support fundraising initiatives which support the delivery of successful programs

## REQUIRED SKILLS AND EDUCATION

- Ten or more years' experience in a community housing program, business, finance, urban planning, or a related field, preferably for a non-profit, government agency or private financial institution, OR
- Inspiring and inclusive leadership style with a track record of managing and supporting staff
- Expertise with government housing regulations
- Bachelor's degree from a four-year college or university required. Master of Business Administration (MBA) preferred.
- Excellent written and verbal skills, who actively listens



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- A natural networker who understands the strategy and process of building beneficial relationships
- A collaborator with the ability to take an initiative and be hands-on with respect to programs and operations
- Strong work ethic, with the ability to work independently and collaboratively and is capable of handling multiple projects and deadlines simultaneously
- Excellent interpersonal skills and a demonstrated ability to work successfully with multiple stakeholders
- An established national network in social services and funding is an asset
- Proficiency with Canada's official languages, or a third language is an asset
- Proficiency with MS Office Suite (Word, Excel -advanced level, PowerPoint, etc.).
- Senior roles in association or non-profit management is an asset

### IDEAL CANDIDATES (CULTURE FIT)

- Kind and empathetic, understanding the families we support always come first
- Go-getter with a positive attitude, entrepreneurial spirit, and an eagerness to wear many hats
- Self-motivated, proactive, resourceful, and results-driven; little supervision required to achieve goals
- Detail-oriented and strong organizational skills
- Thrives in fast-growing, dynamic environments; able to multi-task on concurrent projects
- Positive, energetic, enthusiastic, passionate
- Committed, disciplined
- Compassionate, caring, understanding, genuine, strong 'family values'