



POSITION POSTING
Centre Manager – Carma House
Wellspring Calgary

Background:

Wellspring Calgary is a charitable organization that supports, informs and empowers those diagnosed with cancer by helping them address the fear, isolation, disruption and practical problems cancer can bring to their lives. In operation since 2007 and an affiliate of the Wellspring Cancer Support Foundation, Wellspring Calgary provides a comprehensive range of programs, support, resources and programs so anyone living with cancer and the people who care about them can improve the quality of their lives. All programs and services are informed by evidence and offered free of charge and without referral in two centres and online.

Wellspring Calgary's work is made possible through the generous donations of individuals, corporations, foundations and grassroots fundraisers, and with the efforts of committed volunteers, dedicated staff and skilled program leaders.

Our vision is that no one has to face cancer alone.

The Opportunity:

Wellspring Calgary is seeking a Centre Manager for their NW Calgary location, Carma House. Our Centres act as a landing and community space for people living with cancer to encounter each other and take Wellspring programs. Reporting to the Program Director, and working closely with program team, the Centre Manager supports our members, program leaders and volunteers in the daily management and running of the centre. In overseeing the centre, the Centre Manager ensures a warm and welcoming place for all of our members and prospective members. They play an essential role as an ambassador for the organization. They provide oversight and management with respect to all of the day-to-day activities of the centre, including acting as facilities manager and safety officer onsite. They ensure easy access to information and supports for members as required, and ensure that centres meet and exceed quality standards. Together with their Randy O'Dell House counterpart, they oversee the Wellspring Calgary volunteer team and external groups that use Wellspring Calgary centres.

Responsibilities:

Key activities and responsibilities include:

Members and Centre Management

- Oversee the centre to ensure the smooth flow of program operations, the maintenance of a welcoming home-like environment for members, and cost-efficient operations
- In collaboration with the Program Coordinators, ensures centre opening and closing procedures are completed each morning and that the centre is prepared for the day's activities

- Direct member support when required including providing tours, answering questions and providing member support when volunteers are not available
- Ensures that the centre and program supplies are available and in good condition, and that inventory is tracked
- Recommends and develops processes to promote effective operations
- Ensures relevant data, including statistical information, is accurately recorded
- Responsible for the centre budget

Facility

- Acts as the facilities manager, implementing the yearly maintenance plan
- Ensures the physical space is safe, well-maintained, clean and orderly through the coordination of personnel and contractors, as needed
- Act as the Safety Manager for Wellspring Calgary, ensuring health and safety risks are identified and mitigated. Sits on the Health and Safety Committee.
- Maintains operations required to maintain a healthy space
- Responds to after hour Centre needs

Skill and Knowledge Philanthropists (Volunteers)

- Responsible for the overall effectiveness and efficiency of the volunteer program at the centre, including recruitment, onboarding, training, stewarding and offboarding.
- Provides on-duty support/supervision to volunteers to ensure their support and development
- Ensures relevant data related to the volunteer team including statistical information, is accurately recorded

Wellspring Programs

- Primary responsibility for ensuring the availability and operational efficiency of all programs at the centre
- Works closely with the Program Coordinators to ensure program leaders are supported, programs are evaluated, and the standards outlined by the Wellspring Cancer Support Foundation are adhered to
- Centre Managers oversee the peer support and energy session programming

Awareness and Education

- Primary point of contact for professionals and organizations in the catchment area of the centre on any matter pertaining to the centre and its programming; links community contacts with other Wellspring staff as appropriate
- Makes available the Wellspring centre to relevant community groups, according to associated policies

Strategic Financial and Administrative Management

- Documents and forwards as appropriate, all invoices required for processing
- Prepare reports for the Program Director, COO or CEO's reports to the Board of Directors and/or other, as required
- Participates in the strategic and operational planning process

Resource Development

- Assists in creating a culture of philanthropy within the centre
- Provides support to various centre-based fundraising initiatives, as required

Quality Review

- Plays a leadership role in the quality review process
- Supports the quality review process of the centre according to the schedule set by the panel; produces program reports for the quality review panel, as required; manages logistics of the review day; and reports back on actions taken as a result of review findings

Specific Competencies:

Education

- A minimum of post secondary degree in education, business, administration, social science, or related field

Experience

- A minimum of 5 years of work experience in a related role
- Exceptional verbal, listening and written communication skills
- Highly effective interpersonal skills
- High degree of proficiency in technology, also MS 365; Raisers Edge and comfort learning other applications an asset
- Highly organized, with very good problem-solving skills and attention to detail
- Strong understanding of the impact of cancer on individuals and families
- Ability and comfort working in a fast-paced environment
- Mature, professional and warm demeanor

Personal characteristics

- Ethical
- Personal integrity
- Sense of humour
- Strong team orientation
- Respectful
- Flexible

Working Relationships:

- Reports directly to the Program Director
- Provides direct supervision to the Carma House Program Coordinator
- Provides leadership and consultation to the in-centre volunteer team
- Works collaboratively with the Board, staff, volunteers and other community supporters to further the Wellspring Calgary vision and mission

To apply, submit a cover letter and resume in confidence, by July 21, 2021 to:
nikif@wellspringcalgary.ca

We wish to thank all applicants for their interest, however, only those selected for interviews will be contacted. For more information about Wellspring Calgary visit: www.wellspringcalgary.ca