

**AiMHi is HIRING an OPERATIONS MANAGER - Prince George, BC.**



**Competition Number: Operations Manager 2026**

**Location:** AiMHi Main Office 950 Kerry Street

**Closing Date:** Open until Filled

**Position Type:** Regular Full-Time

**Salary:** \$76,419.20 to \$81,993.60

**About AiMHi**

- AiMHi is the north’s largest Community Living Agency and has been serving our community since 1957!
- We have 500+ dedicated, hard-working and caring employees that provide support, advocacy and services to people with developmental disabilities and children with special needs.
- Our culture empowers all people—both those we support and those we employ—to live their best lives at work, at home, and in the community. We strive to create strong, inclusive communities that recognize and celebrate the value of all citizens.

**Role of the Manager**

- Accountable for providing effective leadership, operational oversight, and quality assurance across assigned departments and services.
- Ensures the agency is compliant applicable legislation, regulations, and standards, including but not limited to: CARF, the Residential Care Act, Funder obligations (MCFD, CLBC), employment standards, collective agreements, and WorkSafe legislation.
- Leading and supporting employees to do their best work through strong supervision, coaching, and performance management. Fostering a positive, respectful, and supportive work environment where employees are skilled, accountable, and aligned with the agency mission statement
- Maintain ongoing, respectful, and collaborative communication with internal teams, community members, and external stakeholders.
- Serve as a primary point of contact to ensure alignment between operational activities and community or partner needs.
- **Monitor and manage potential risks, implementing strategies to safeguard the agency and promote diligent decision-making. Ensure risks are identified, evaluated, and mitigated to support responsible and accountable organizational practices.**
- Oversight of financial systems to ensure funds are accurately recorded, safeguarded, and used responsibly in accordance with approved budgets.
- Takes initiative, accountability, and sound judgment in fast-paced, high-pressure environments, including on-call crisis response and management of multiple priorities and deadlines.
- Identify problems or situations, refer to applicable policies/guidelines/legislation to identify options to determine appropriate course of action.
- Contribute to the Agency COR certification program and support adherence to WorkSafe standards.

## What do you need as an applicant?

### Qualifications: Education and Experience:

- University degree or diploma in a discipline relevant to the requirements of the Association: Business Administration, Computer Science, Network Management, Project Management, or demonstrated competency in operations management, financial management, strategic planning, facilitating and dispute resolution through a combination of education and experience.
- One to three years of progressively more responsible program management experience, with a demonstrated in-depth working knowledge of specific community-based programs and services, applicable legislation and policies, and issues surrounding assigned community relations.

### Additional assets:

- Knowledge of health and safety best practices, WorkSafe regulations, COR and security protocols are assets.
- The ability to function independently, frequently under pressure, while managing multiple concurrent projects and deadlines, including resolving and effectively managing stressful emergency or crisis situations, is an ongoing expectation. Willingness to be flexible, versatile in a changing work environment
- Familiarity with information technology and strong computer skills, project management techniques and processes.
- Organizational skills, team leadership and the ability to facilitate team dynamics
- Understand ethical conduct and business practices, and ensure that their own behavior and behavior of others is consistent with these standards and aligns with the values of the organization
- Establish and maintain positive working relationship with others, both internally and externally, to achieve the goals of the association and the community living sector
- Understanding of and ability to work within an Accountability Based Organization or Requisite Organization.

**We offer a competitive salary with an excellent benefit package and provide our management team with ongoing professional development**

To learn more about AiMHi applicants are encouraged to visit our website [www.aimhi.ca](http://www.aimhi.ca)

Please apply by sending your current resume and cover letter to [recruitment@aimhi.ca](mailto:recruitment@aimhi.ca) citing the competition # **OPERATIONS MANAGER 2026**

We thank all applicants for your interest; however, only short-listed candidates will be contacted.

## AiMHi ROLE DESCRIPTION

**Job title:** Operation Manager  
**Accountable to:** Operations Director  
**Review date:** March 2026

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**Purpose of the role:** Ensures that quality services are provided through the application of prescribed managerial leadership practices while seeking to improve general operations by planning, organizing, controlling, and managing the relevant processes and systems affecting the work and creating a quality work environment that provides quality service consistently.

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### Key Duties and Accountabilities:

#### **Association:**

- Plans, organizes, controls and monitors the provision of a complete range of business management, budgeting and general operational services for the Association. Ensures sound business planning, management and control practices are followed, along with the provision of efficient and timely operational support.
- Assists in overseeing all of the organization's rental properties in accordance with the Residential Tenancy Act and acts as an organizational representative in Tenancy Board actions.
- Assists in developing and establishing short-term strategic plans, objectives, resource and systems requirements in discussions and meetings with the Directors.
- Prepare comprehensive and detailed implementation plans and strategies to meet present and future operational requirements.
- Discusses and presents proposals and project recommendations to the Operations Director. Manages approved projects following established guidelines.
- Assists with the development and implementation of operational policies, standards, procedures, practices and systems for the association consistent with approved directives from the CEO.
- Reviews and approves expenditures according to delegated signing authority.
- Assists with technical and networking issues, including IT support, hardware and software repairs, and system security. Sets up and troubleshoots issues with audio-visual equipment.
- Acts as systems administrator on various AiMHi systems, including data collection system, in-house server, scheduling system, and email system.
- Assists with the development and delivery of training materials covering a variety of topics.
- Participate in various committees, associations, and working groups. Liaise with external or internal regulatory agencies on matters related to operational functions.
- Maintain an awareness of the trends and initiatives in assigned area of accountability.

#### **Service Delivery:**

- Assists with procurement and contract maintenance and management. Participates in the negotiation of major service contracts, agreements, property and liability insurance policies and similar Association wide agreements.
- Support the Management Team relating to external service providers, including electricity, telephone and internet providers.
- Negotiates and manages lease and rental agreements including maintenance (scheduled and un-scheduled) and renovations.
- Manages and supervises daily physical requirements by monitoring regular maintenance of the facilities and their equipment.

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- Develop and implement efficient and cost-effective solutions, as needed.
- Maintain professional conduct and positive relations with funding sources, government officials, Management Team members, and the community.
- May assist the Operations Director and CEO in applying to funding sources, investigate alternatives and organize funding initiatives.
- Maintains contact and acts as resource person between BC Housing and AiMHi concerning Operating Agreements, annual reviews, budgets, subsidies, capital reserve, repairs and other related funding aspects for programs related to BC Housing activities.
- Advocates and promotes involvement in the workplace and in the community.
- Advocates for accessibility of community facilities and services.

#### **Personnel:**

- Management support and leadership accountabilities for maintenance employees.
- Accountable to hire, train, develop, monitor, guide, support, direct and evaluate employees.
- Administer Managerial leadership capacity building and ensure that the advice and support is available to all managerial leaders to carry out their accountabilities for staff team leadership and performance management with their direct reports.
- Where applicable, ensure employees receive incident debriefing after a Critical incident.
- Accountable for the outcomes of Direct Reports, including the result or impact of the direct reports behavior.
- Ongoing communication regarding employee performance to promote best practices and provide clear performance expectations,
- Develop practices that promote a work environment that encourages retention.
- Ensure documentation meets the standards set by the agency.
- Follows best practices for employee performance management, monitoring, support and progressive discipline protocols when necessary.
- Enforces the Collective Agreement and other relevant employment legislation.
- Coordinates regular employee meetings.
- Maintains employees' compliance with required qualifications/requisites.
- Implement and enforce early intervention protocols and best practices for "stay at work" programs.
- Reviews records prepared by employees on an ongoing basis.

#### **Risk Management and mitigation:**

- Assists with monitoring and reporting on the progress and effectiveness of the implementation of the Accreditation standards as well as external compliance requirements
- Examines internal planning and improvement processes giving insight as to trends, variances and anomalies.
- Reviews and monitors the funder's requirements and other regulatory standards necessary to maintain organizational compliance.
- Provides insight and recommendations into reports, policy and procedural improvements by identifying key variances, anomalies and issues to the Director, officer or designate in order to mitigate risks.
- Assists with monitoring and oversight of privacy policies, procedures, and regulations.
- Implements controls for fire, safety and health conditions as per standards.
- Authorizes and organizes necessary improvements to property and equipment.
- Assist with physical security, security assessments, inspections and testing.
- Knowledge of WorkSafe standards to maintain safe worksites. Assists with implementation and auditing of COR (Certificate of Recognition) standards.
- Contributes to AiMHi Health and Safety Program.
- May act as First Aid Attendant at the Main Office.

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**Location:**

- Ensures maintenance and improvements of land and buildings are carried out according to budget and safety measures.
- Ensures the locations are presentable and the agency is respected as a good neighbor.
- Ensure locations meet health and safety requirements.
- Assists with property inspections.
- Assists with routine maintenance checks and safety inspections of association vehicles.

**Financial:**

- Ensures accurate and timely internal financial expenditures and reporting are complete as per financial guidelines and policies.
- Assists with the development of department annual budgets; makes recommendations for and monitors approved budgets and responds to financial contractual obligations.
- Payroll and Accounts: Implements designated controls including accurate completion and oversight of payroll requirements.
- Follow procedures in place that protect the fiscal interests of persons receiving services in accordance with regulating bodies, association philosophy, and accounting processes.

**Internal and External Relationships:**

- Maintain and improves the collaborative cross boundary relationships necessary to conduct monitoring and assurance checks and continual improvement efforts and the external relationship necessary to understand, communicate and advice on regulatory compliance.
- Enhances team efforts to maintain and improve relationships with designated external community partners, professionals, allies, suppliers, vendors and related stakeholders to further the agencies Vision and mission statement.
- Develop and maintain relationships with external facility users.
- Assists with tenant relations, rent collection, cost recovery, and inspections of external rentals.
- Management employees at AiMHi have a relatively big profile in the community. What you do insofar as being a member of your community often reflects on AiMHi. Volunteerism and other charitable activities promote the awareness of AiMHi within the community and reflect positively on our Association.
- Contribute, wherever possible to the community, in whatever capacity you can.
- Encourages your personal involvement in the life and activities of this community so that the organization's values are modelled and its reputation is enhanced.