

Director of Operations

Title: Director of Operations

Location: Hybrid working conditions, Montréal, QC

About CAM

The Canadian Association of Midwives (CAM) is the national professional association representing midwives and the profession of midwifery in Canada. Our work is focused on ensuring more equitable access to high quality sexual, reproductive, and newborn midwifery services in Canada and globally. To achieve this, we work in close partnership with the National Council of Indigenous Midwives (NCIM), midwifery associations, midwives, and relevant stakeholders. Our programming is funded by Government of Canada departments and agencies (i.e. Health Canada, Global Affairs Canada), private donors and UN agencies, and operational funding.

NCIM's mission is to promote excellence in reproductive health care for First Nations, Inuit, and Métis communities. Both CAM and NCIM are governed autonomously but share infrastructure and human resources. Both organizations are staffed by a passionate team of individuals dedicated to providing support for midwives and Indigenous midwives and the profession of midwifery across Canada and globally.

Benefit to Working with CAM

- Employee Health Benefits Program: dental, medical, paramedical, life insurance (certain exceptions may apply) and Employee Assistance Program services
- Generous leave entitlements (starting at 3 weeks' vacation, generous paid time off for care days), and additional paid time off for December holiday closure
- Travel, learning, and professional development opportunities

CAM is deeply committed to ensuring our organization reflects the diversity of our members and of the communities they serve – this includes diversity of race, gender identity or expression, sexual orientation, religion, ethnicity, national origin, disability, and all other protected grounds under the Canadian Human Rights Act. CAM encourages submissions from applicants with diverse lived experience and from diverse communities.

Job Summary

The Director of Operations is a key leadership role responsible for overseeing the smooth and efficient day-to-day operations of the Canadian Association of Midwives (CAM) and supporting the general operations of the National Council of Indigenous Midwives (NCIM). This role ensures oversight and management of human resources, IT, procurement and contracts, compliance, operational policies and procedures, facilities and assets, and ensures efficient and effective organizational performance. This role requires strong operational leadership and expertise to support the success of CAM and NCIM's national and global programming and more generally, the achievement of CAM's mission and theory of change.

As CAM and NCIM continue to grow, additional oversight and responsibility of shared resources may be delegated to this role. The ideal candidate should have the qualifications needed to support operations for CAM's national and global programming and NCIM specific programs and operations as required.

Primary Duties and Responsibilities

Operational Leadership

- Develop, implement, and ensure compliance of operational strategies, policies and procedures to enhance organizational efficiency.
- Oversee the management of facilities and assets.
- Ensure compliance with relevant legal and regulatory requirements and industry standards (federal, provincial and in countries where CAM implements programming).
- Ensure that all departments are well supported for the successful implementation of their workplans.
- Work closely with Department Managers to develop annual organizational work plans and budgets and monitor results.

Human Resources

- Oversee all HR functions, including talent acquisition, onboarding, performance management, employee relations, and professional development.
- Oversee the development and implementation of HR policies and procedures that support a positive work culture and align with organizational goals and values.
- Work closely with Department Managers and NCIM leadership to determine staffing requirements.
- Establish a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations.
- Provide leadership in fostering an inclusive, diverse, and high-performance workplace.
- Work closely with the Executive Directors of CAM and NCIM to establish and maintain a work culture that aligns with organizational values and to enhance employee satisfaction and talent retention.

Information Technology & Systems

- Oversee the implementation and maintenance of all technology systems and digital platforms to support operations.
- Ensure data security and integrity including protection of all personal data.
- Leverage technology to improve operational efficiency and member experience.

Finance, Procurement & Contracts

- Work closely with the Director of Finance to develop the annual operations budget.
- Monitor and analyze budget VS actual reports and implement cost control measures as required.

- Work closely with the Finance Team to ensure timely and accurate financial reports for Budget Managers and the Financial, Audit & Risk Committee.
- Oversee the implementation and compliance of procurement processes and workflows, including staff training.
- Lead contract negotiations and manage supplier relationships.
- Review and approve contracts, ensuring they meet organizational and legal standards.
- Monitor supplier performance and handle contract renewals or terminations.

Risk Management

- Identify and mitigate risks in operational processes to ensure continuous improvement.
- Secure and review insurance coverage to protect the organization against various risks.
- Develop and implement plans to maintain operations during emergencies or disruptions and act as a key decision-maker during crises.

Qualifications, Skills, and Knowledge Requirements

- University degree, ideally a masters or equivalent experience, in Business Administration, Not-for-Profit Management, Finance, Human Resources, or a related field.
- Minimum 5 to 7 years of experience in operations management, preferably within the not-for-profit or NGO sector.
- Strong leadership and management skills with a proven track record overseeing diverse operational functions, including financial management, HR management, policies and procedures development.
- Ability to work in a culturally safe way.
- Strong verbal and written communication skills in English and French.
- Strong interpersonal and communication skills, with the ability to collaborate effectively across departments.
- Strong negotiation and conflict resolution skills.
- Effective organizational, decision-making and time management skills.
- Effective analytical skills to evaluate data and performance/operation metrics.
- Proficiency with Microsoft Office (SharePoint, Outlook, Word, Excel, PowerPoint, etc.)
- Familiarity with IT systems, digital platforms, financial software, HR management systems, and data security practices.
- Familiarity with legal and regulatory requirements affecting non-profits.

Additional Assets

- Experience working in an NGO environment.
- Experience managing donor compliance and operations of international development work.
- Experience working for or in collaboration with an Indigenous organization.
- Knowledge of midwifery and/or reproductive health in Canada and globally.

Working Conditions & Location

- **Location:** Montréal, Québec

- **Hybrid Work:** This full-time position (35hrs/week) is conducted from the Canadian Association of Midwives (CAM)'s office in Montréal, Québec and from a home-based office. Approximately 2 days/week in office and 3 days/week remote and must be available to work from the office as required.

Applications

We welcome applications from individuals of all backgrounds and abilities. Should you require accommodation or adjustment, please indicate this in your application.

All offers of employment are conditional upon signing CAM's Employment & Human Resources Policies including but not limited to CAM's anti-harassment & anti-discrimination, anti-fraud, and protection from sexual exploitation and abuse policies.

Please follow these application instructions:

- Send your CV and a cover letter in one PDF document and ensure that your first and last names and the title "DirectorOperations" are included in the file name. Applications without a cover letter will not be reviewed.
- Send your PDF by email with the subject "Director of Operations" to admin@canadianmidwives.org
- Application deadline is **March 28, 2025 12pm ET.**

We thank all applicants for their interest however, only applicants selected for an interview will be contacted.