

MANAGER, OPERATIONS & FINANCE

SALARY & BENEFITS	\$50,000/year Enrolment in a comprehensive benefits package and a generous paid time off policy following 3 months of employment
HOURS OF WORK	Full Time – 35 hours/week Hours are generally worked M – F, 10AM – 5PM. Some evening and weekend work is required
LOCATION OF WORK	Downtown, Vancouver Due to the ongoing COVID-19 pandemic and Provincial State of Emergency we have temporarily closed our office for regular work. This position is primarily expected to work remotely in 2021 with some office work required in person.
CONTRACT LENGTH	February 2021 – March 2022 , with possibility of extension

About YouthCO

YouthCO is a non-profit organization by and for youth impacted by HIV and Hep C in British Columbia, including youth living with HIV or Hep C, Indigenous youth, and queer and trans youth. We are committed to reducing the impact of HIV and Hep C stigma on youth in our communities through anti-oppressive approaches to peer education, peer support and community building.

We currently operate three major programs, each focused on providing peer education and support services to a specific community impacted by HIV and Hep C. Our staff comprises 15 people, most of whom work in the Lower Mainland, and a couple who work in North/Central BC. Typically, staff in the Lower Mainland work at our Downtown, Vancouver office, but due to the ongoing COVID-19 pandemic all Lower Mainland staff and one of our Northern staff members are working remotely from home. We develop, plan, coordinate and implement all our youth facing programming and services in-house with a combination of full-time and part-time employees. However, most of the operational process that support our work is currently coordinated and implemented through various external contractors. This will be the first year of a full-time Manager, Operations & Finance at YouthCO.

Position Description

The Manager, Operations & Finance works closely with the Executive Director and other members of the Management Team to ensure that all programs and services at YouthCO and the staff members who directly implement them are well resourced and well supported to bring our mission to life. With the Executive Director, all Managers at YouthCO share joint accountability for the overall success of our programs. The Manager, Operations & Finance has primary leadership and responsibility in the four integrated focus areas of **Tools, Technology & Facilities Management, HR & Administrative Systems, Financial Processes** and **General Reception & Recordkeeping**.

Shared Management Team Responsibilities

- Work closely with members of the Management Team to ensure the smooth planning and implementation of all programs and services
- Collaborate with members of the Management Team to evaluate and innovate our programming and operations, ensuring that is reflective of community need
- Ensure all YouthCO processes and programming is responsive to and inclusive of youth living with and most impacted by HIV and Hep C
- Cultivate a welcoming and safe environment for youth where they feel safe to seek and provide support to and from each other in navigating challenges related to HIV and Hep C
- Build and maintain a strong up-to-date working knowledge of:
 - the effects of colonialism, structural oppression and stigma on HIV and Hep C in the lives of youth in BC
 - services related to HIV and Hep C in BC, particularly in the communities of Metro Vancouver, Fraser Valley and Prince George
 - the basics of HIV and Hep C testing, treatment, transmission, and strategies for reducing the possibility of the viruses being passed
 - safe and effective community wellness resources for youth in BC, particularly in the communities of Metro Vancouver, Fraser Valley and Prince George
 - leadership opportunities for youth in BC, particularly in the communities of Metro Vancouver, Fraser Valley and Prince George
- Document all information required for program and financial reporting and evaluation
- Provide support to YouthCO staff on other teams, including collaborating on cross-team projects and assisting in program planning and delivery as needed

Focus Area Responsibilities

Tools, Technology & Facilities Management

- Serve as primary liaison between the YouthCO team and all external facilities, tools & technology support contractors
- Manage the registration, distribution and use of software licenses and accounts, including coordinating and monitoring access to account logins and passwords
- Coordinate the procurement, inventorying and distribution of equipment, materials, and supplies
- Compose, edit, and publish organizational information and resource content for our website
- Lead the tools, technology and facility onboarding and offboarding processes for all staff
- Assist in the orientation and training of staff in the appropriate use of tools, technology, and facilities at YouthCO
- Provide ongoing support to staff in the appropriate use of tools, technology, and facilities at YouthCO

Human Resources & Administrative Systems

- Serve as primary liaison between the YouthCO team and all external human resource & administrative support contractors
- Coordinate the enrollment of staff in our benefits program
- Manage payroll workflow, including scheduling of calculations, data entry and submission
- Prepare payroll for processing including calculating, and entering earnings and deduction data
- Coordinate YouthCO hiring processes including job posting, application processing, interview arrangements and offer package preparation
- Lead the human resources and administrative systems onboarding and offboarding for all staff
- Assist in the orientation and training of staff in the appropriate use of human resource & administrative systems at YouthCO
- Provide ongoing support to staff in understanding, accessing, and receiving benefits, time-off, and compensation at YouthCO

Financial Processes

- Serve as primary liaison between the YouthCO team and all external financial contractors
- Develop and monitor operational budgets and expenses
- Process invoices, reimbursements, and accounts payable
- Reconcile petty cash account and credit card accounts
- Receive, track and process incoming payments, funding, and donations
- Coordinate the accurate filing of all financial receipts
- Retrieve, sort, and distribute financial records and statements

General Reception & Record Keeping

- Lead the management and innovation of all YouthCO record keeping systems
- Coordinate general correspondence, including responding to, directing, and following up on incoming phone calls, emails, in-person and online inquires
- Process incoming mail and coordinate outgoing mailouts
- Record, distribute and file minutes for staff meetings and board meetings

Qualifications

- Connected to the communities we work with at YouthCO (youth living with HIV or Hep C, Indigenous youth, and queer & trans youth)
- Works well with a wide spectrum of our community including non-binary, Two-Spirit and femme youth, youth living with HIV or Hep C, BIPOC youth and other youth living at multiple intersections of marginalization
- A strong understanding of structural oppression and how it affects youth living with HIV or Hep C, Indigenous youth, and queer & trans youth, including an ability to explain, in plain language, the core concepts of structural oppression and anti-oppressive approaches to work with youth
- Shares our values as a youth-led organization committed to anti-oppression
- Responsible, reliable, punctual, and consistent in carrying out work duties
- Strong track-record of completing a large volume of detailed tasks with a high level of independence, initiative, and precision
- Experience acting as a liaison, and making bookings, orders and work requests on behalf of others
- Demonstrated capacity to quickly learn to use new software platforms and digital tools
- Maintains accuracy, excellent attention to detail and thoroughness in carrying out all work duties
- Experience training and providing oversight on the detail-work of others
- Organized, meticulous and prudent maximizer
- Capacity to temporarily work remotely, with some in-person work in Metro Vancouver and Fraser Valley based on Provincial Health Guidelines
- Communicates openly and directly with coworkers about their ideas, commitments, and needs
- Confident using Microsoft Office, particularly Word, Excel, and Outlook
- Has strong English speaking and writing skills; additional languages are an asset
- A driver's license and eligibility for MODO or EVO, or access to a personal vehicle, is an asset

A note on remote work at YouthCO:

All our staff are currently working remotely due to the ongoing COVID-19 pandemic and related provincial health orders, guidelines, and recommendations. We provide staff with a computer, as well as an office chair and desk if desired. Additionally, we provide all staff working 20 hours or more with a phone benefit and internet benefit valued at \$120/month to support access to communication services while working remotely. Staff currently have the option of working in person at our office if needed. Our managers work with us one-on-one to support our ability to work remotely or in person as needed.

Hiring Process

You may have noticed this job does not have a minimum requirement for education or number of years of work or volunteer experience. That is because we realize education and/or past jobs are not the only experiences that may make someone a great fit for this position on the YouthCO team.

As a peer-led organization, it is most important to us to hire someone who will connect with the communities that we work with and is able to carry out the job responsibilities we have outlined here.

We want to see your application if you believe you will make a great Manager, Operations and Finance, whatever level of education or work experience you may have! We are looking to hire someone who can do the job we have described above.

We believe that youth are best positioned to connect with our peers. We strongly encourage applications from youth who are under the age of 25, living with HIV or Hep C, are Black, Indigenous or youth of colour, or are Two-Spirit, queer, trans or non-binary.

Key Dates & Details

- To apply, submit a resume and responses to the application questions below to [hiring@youthco.org](mailto: hiring@youthco.org) by **11:59PM on December 20th**.
- Please include the title of the role you are applying for in the subject of the email. A cover letter is not required and a single pdf of your resume, followed by the application questions is preferred.
- As a guideline, please respond in 100 – 200 words for questions 1 – 5.
 1. Why is YouthCO's mission important to you?
 2. What about our organization interests you in working with us?
 3. How are you connected to the communities we work with at YouthCO?
 4. What non-professional life experiences, skills or qualities that might not be as easily represented in a formal resume do you think make you a great fit for this role?
 5. How would you apply an understanding of structural oppression in carrying out the responsibilities of the position you are interested in?
 6. Are you interested in being considered for other roles at YouthCO?
- We will let applicants know whether they have been selected for an interview by **December 23rd**
- Where possible, interviews will be conducted via Zoom. Interviews take place **January 7th – 10th**
- This position starts **February 1st**.

If you have any questions, about the role we encourage you to contact our Executive Director, Ivan at ivan@youthco.org