

Managing Director, Operations & Human Resources Island Deaf and Hard of Hearing Centre

Organization Overview

[Island Deaf and Hard of Hearing Centre \(IDHHC\)](#) a non-profit organization, has supported Deaf, DeafBlind, hard of hearing, and hearing communities across Vancouver Island, the Gulf Islands, and now throughout British Columbia for nearly 35 years. The rapidly growing organization provides leadership, innovative solutions, and services that engage and educate communities, strengthen families, and combat isolation.

Position Summary

We're at an exciting moment of growth and opportunity, and we're looking for a dynamic **Managing Director, Operations & Human Resources** to join our leadership team. This new role is pivotal in helping enhance our operations, support our people and position the organization for continued success. The Managing Director will report directly to the Executive Director, leading a current team of 17 professionals. The successful candidate will play a vital role in supporting the Executive Director and Board of Directors and have a combination of leadership skills, business acumen, and strategic thinking to provide leadership and tactical support in the following areas:

- **Operations Management**
- **Human Resources**
- **Communication**

Key Responsibilities

Operations

- Oversee and continuously improve daily operations, systems, and processes (i.e., IT, facilities, leasing, procurement, etc.) to support organizational efficiency and growth
- Lead initiatives to streamline processes, enhance service delivery models
- Implement innovative solutions to optimize program and service impact and integrate best practices to improve client outcomes
- Collaborate with internal and external stakeholders to advance operational priorities
- Ensure compliance with organizational policies, procedures, and regulatory requirements
- Manage IT infrastructure, ensuring reliable, secure, and effective systems
- Contribute to and implement strategic plans, ensuring operational effectiveness and alignment with organizational goals
- Provide updates to the Board of Directors on organizational performance and operational matters

Human Resources

- Champion our positive, inclusive, and engaging workplace culture to foster a high-performing, client-centered service environment
- Develop and implement HR strategies aligned with organizational goals
- Foster a culture of teamwork, accountability, and continuous improvement among staff and contractors

- Lead recruitment, onboarding, and retention initiatives
- Oversee employee training, development, and performance management
- Ensure compliance with employment legislation and HR best practices
- Partner with the Executive Director on workforce planning, succession, and organizational development

Communications

- Lead the implementation of our communications strategy that supports organizational priorities and community engagement
- Manage our website and social media channels, ensuring content is current, relevant, and aligned with our mission
- Plan and deliver communications for programs, events, and initiatives
- Lead internal communications to strengthen employee engagement

What you bring

- You bring vision, initiative, and the ability to build systems, structures, and processes that support growth and community impact
- You are a self starter with a strong work ethic, a relationship-centered approach, and a commitment to excellence in client service
- You have exceptional ability to manage multiple tasks, prioritize effectively, meet deadlines and have a proven track record of delivering results
- You excel in a collaborative, hands-on environment where everyone contributes, and you're always willing to roll-up your sleeves to get the job done
- You have the capacity to develop and implement strategic plans and the ability to identify and resolve operational challenges
- You are purpose-driven, motivated by helping our team members thrive, and helping us to achieve our goals
- Above all, you are a people leader who believes that true success comes from empowering others and creating the conditions and structures for our team to succeed

Required Qualifications

- A seasoned professional with a minimum of 7 years **of progressive leadership experience** in business operations and human resources
 - Bachelor's degree in **business administration, or a related field**
 - Exceptional interpersonal, communication, and leadership skills with strong analytical and problem-solving skills
 - Proven ability to lead and manage operational processes and people in a dynamic, fast-paced environment
 - Knowledge of benefits, compensation structures, and talent management practices
 - Preference given to candidates with knowledge of Deaf Culture, conversational American Sign Language, hearing loss and its implications
 - Performs other work-related duties as required
 - Some travel is required so a valid driver's license and a reliable vehicle are required
 - A criminal record check for working with vulnerable populations is a condition of employment
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Work Environment

- **Office-based position** in Victoria, B.C. with occasional travel to Nanaimo, B.C.
- Standard work week: **35 hours per week (Monday to Friday)** with occasional weekends and/or evenings

Compensation and Benefits

Salary Range: \$75,000 to \$90,000

We offer a competitive salary and benefits package, including 100% employer-paid health benefits. Vacation starting at 3-weeks/year.

Application Process

Interested candidates are invited to email a **resume and cover letter** in confidence to the Executive Director denise@idhhc.ca by **July 2nd 2025 1:00 p.m.**

Equal Opportunity

Island Deaf and Hard of Hearing Centre is an equal opportunity employer. We value diversity in our workplace. We are committed to building an inclusive and respectful work environment and encourage candidates of all backgrounds to apply.
