



Operations/HR Manager (PERMANENT, FULL-TIME)

Location: Hybrid, but the candidate must have the ability to come to the office as needed

Schedule: 35-40 hours per week, flexible

Compensation: \$63,640 - \$72,800/year (based on a 40-hour work week), generous paid leave, extended health benefits available on commencement

ABOUT US:

[SWAN Vancouver](#) is a non-profit organization with offices located on the stolen ancestral lands of the Musqueam, Squamish & Tsleil-Waututh Nations; our work takes us to and through the unceded territories of many other Nations. Through frontline services and systemic advocacy, SWAN promotes the rights, health, and safety of im/migrant women who are engaged in indoor sex work. Centering safety, rights, self-determination, equity, and integrity, SWAN is an anti-racist, intersectional feminist organization that prioritizes the voices, lived realities, and needs of the im/migrant women we serve. All of the women accessing SWAN's services are racialized, and our service and work are strongly influenced by multiple and varied intersections that im/migrant women experience in their lives, including race, class, age, socioeconomic and immigration status, language, and ability.

THE OPPORTUNITY:

SWAN is looking for an Operations/HR Manager who loves building organizational culture and infrastructure in an advocacy and service provision context. SWAN has recently gone through a period of significant growth. You, the ideal candidate, are excited to lead the evolution of our systems, policies, and practices to meet our growing needs. You are a collaborative and thoughtful leader who communicates clearly and honestly, engages people in planning and decision-making processes, and translates your commitment to intersectional feminism and anti-racism into operational reality.

The Operations/HR Manager will lead the financial management, human resources, information technology, internal systems, and office management/day-to-day operations within a small non-profit team (currently 8-10 staff). To succeed in this role, the Operations/HR Manager must be a strong manager and have a collaborative approach to leadership. The ability to work effectively with people from various abilities, life situations, and cultural backgrounds is also critical.

SWAN recognizes that people from communities who experience structural marginalization and oppression (e.g., on the basis of gender, ethnicity, citizenship/immigration status, sexual

orientation, socioeconomic status, involvement in sex work) may be less likely to apply for managerial positions. We strongly encourage you to apply if you have a passion for SWAN's mission and meet the required qualifications and competencies. Applicants with lived experience in sex work, im/migration and/or the migrant work sector will be given preference. *Please note that it is SWAN's policy to never require public disclosure of sex work experience.*

POSITION REQUIREMENTS:

1. Operations Management

- Oversee the internal, day-to-day functioning of the organization (i.e., office management, petty cash, purchasing and procurement, including vendor management)
- Oversee information technology systems, including assessing needs, researching and implementing new systems, and digital security
- Complete all non-financial documentation accurately and on a timely basis (e.g., provincial non-profit society compliance requirements)
- Review insurance policies to ensure they meet a growing organization's needs

2. Financial Management

- Manage SWAN's day-to-day finances
- Work with the bookkeeper and Board Treasurer to track and adhere to the annual budget
- Complete all agency documentation accurately and on a timely basis including: monthly expense reconciliation, program financial reports, accounts receivable and payable, monthly financial reports for the Board, quarterly cash flows
- Monitor on-going sources of funding and meet grant expectations
- Manage financial donations
- Work with auditor to complete annual charitable status submission

3. Human Resources Management

- Ensure strong human resource policies and practices to support the people and culture of the organization
- Support other managers to implement HR policies and practices, including supporting employees through difficult periods
- Address complex HR issues, including disciplinary actions as needed
- Ensure organizational policies are compliant with relevant legislation



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- Build on existing infrastructure to promote staff wellness with the goal of preventing overwork and vicarious trauma
- Ensure SWAN's extended health benefits plan meets the organization's needs
- Source and offer professional development opportunities to empower staff to excel in their work and support career advancement
- Oversee all recruitment policies and procedures

QUALIFICATIONS & COMPETENCIES:

We strongly encourage you to apply if you have a passion for SWAN's mission and meet the below requirements:

- Passion for and alignment with SWAN's [values](#)
- Strong people management skills and human resources knowledge in a community-serving environment
- 2+ years of financial management experience
- Experience managing IT/tech in an office or non-profit setting including Microsoft Office Suite, small office technology, and Customer Management systems
- Highly organized and reliable
- The ability to communicate clearly and build relationships of trust, including with people with different identities and life experiences
- The ability to lead and communicate with composure when faced with difficult situations
- The ability to work both collaboratively and independently
- Strategic thinker with the ability to identify and develop new approaches to challenges in your work
- The ability to take responsibility for the position's responsibilities identified above, including identifying where you will require additional training or external assistance in order to succeed
- The ability to research and learn new skills and competencies

The following are considered additional assets (we do not expect any one candidate to have all of these!):

- Knowledge of digital security best practices, and/or experience coaching others to use technology effectively
- Experience working and overseeing staff in a bilingual environment
- Experience managing risk in an organizational context



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- Experience integrating the principles of social justice, decolonizing practices, trauma-informed practice, and diversity, equity, and inclusion in both theory and practice
- Experience creating inclusive, welcoming spaces for volunteers and clients
- Language skills in Mandarin or Cantonese are considered an asset due to SWAN's ongoing commitment to diversifying representation across its staff and board. If a situation arises where HR processes require Mandarin or Cantonese, the organization will provide support for translation and interpretation.

COMPENSATION:

- **Salary & Benefits:** \$63,640 - \$72,800/year (based on a 40-hour work week), commensurate with experience, plus extended health benefits upon commencement
- **Paid time off:** 3 weeks' vacation plus paid leave over the winter holiday season; Lunar New Year, Easter Monday, Indigenous Peoples Day, all BC statutory holidays; an additional floating religious/cultural observance day; and up to thirteen annual paid leave (sick/mental health) days

APPLICATION PROCESS:

Applications will be reviewed starting **January 5th** on a rolling basis. The posting will remain **open until filled**, and will close without notice. Interested individuals are encouraged to submit a cover letter and resume to jobs@swanvancouver.ca. Please send PDFs with your last name and first name first in the file name, e.g., HuiJeewonResume, LeeAlexCoverLetter.

The hiring team may adapt the selection process as needed in order to understand candidates' potential to succeed in this role. Currently, we anticipate that this process will include:

- Shortlisting, likely involving a short phone screening call
- A time-limited practical round (modest honorarium offered)
- An interview, which will be via videocall
- Reference checks (please be prepared to provide the names and contact info for three references who can speak to your experience and potential for this role)

Only shortlisted applications will be contacted. We ask that candidates do not call the office. We thank all candidates for their interest and time in applying to the position.

We hope that the successful candidate will be available to start as soon as possible, but will be flexible for the right person (for example, if the candidate would need to relocate from another community).



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