BC FIRST NATIONS
JUSTICE COUNCIL

Job Description
Chief Operating Officer

BRIEF OVERVIEW OF THE JOB

The Chief Operating Officer (Operations Lead - COO) reports directly to Justice Council (Board of Directors) and reports administratively to the Chief Executive Officer (CEO). The COO role provides executive leadership for BCFNJC's operations, internal implementation, people leadership, systems, and service delivery. Working in close partnership with the CEO, the COO translates strategic direction and Justice Council priorities into consistent, culturally grounded operations across the organization, including the Indigenous Justice Centres. The role complements the CEO's engagement with First Nations communities, Justice Council, partners, funders, governments, and other organizations by ensuring BCFNJC has the internal alignment, operational capacity, accountability systems, and workplace culture needed to deliver on the BC First Nations Justice Strategy. As the senior operational executive, the COO supports organizational performance, financial stewardship, risk management, and long-term sustainability, and may act on behalf of the CEO during periods of absence.

KEY RESPONSIBILITIES

The COO position is responsible for the following key functions.

Operational Leadership & Service Delivery

- Provide high-level oversight of BCFNJC's operations, including the Indigenous Justice Centres across the province, while supporting the Director responsible for day-to-day operational leadership and service delivery.
- Ensure consistent and high-quality service delivery aligned with organizational standards and Indigenous justice principles.
- Ensure all client-impacting programs and services are aligned with the Justice Strategy.
- Oversee workforce planning, staffing models, and operational effectiveness across all regions.
- Monitor operational performance and implement continuous improvement initiatives.
- Provide effective direction, leadership, and support for direct reports, in a culturally appropriate, healing-centered and resilience-building manner.

Organizational Implementation & Culture

- Lead implementation of strategic priorities established by the Board of Directors, supported by the Chief Executive Officer (CEO) and in accordance with the Justice Strategy.
- Foster a culturally safe, respectful, and inclusive workplace environment.
- Oversee internal communications and ensure organizational alignment.
- Support leadership development and performance management for all operational leaders.
- Ensure operational programs and services are implemented in a manner that supports the Justice Strategy and reflects Indigenous justice principles.

Financial Oversight & Resource Management

- Oversee operational budgets and financial controls in partnership with the Finance Lead, CEO, and reporting leaders.
- Ensure resources are allocated effectively to support service delivery, operational priorities, and organizational sustainability.
- Contribute to financial planning by identifying operational needs, budget pressures, and resource requirements.

- Support long-term planning to strengthen organizational capacity, sustainability, and responsible growth.
- Support opportunities to diversify BCFNJC's funding base, in alignment with organizational priorities.
- Ensures organizational resources and assets are managed effectively and efficiently.

Governance, Risk & Compliance

- Ensure compliance with applicable legislation, regulations, internal policies, and organizational standards.
- Lead operational risk management, including identification, mitigation, monitoring, and escalation of key risks.
- Maintain and strengthen operational policies, procedures, internal controls, and accountability practices.
- Support audit, reporting, and compliance processes in partnership with the CEO, Finance Lead, and relevant operational leaders.

Executive Partnership

- Work in close partnership and collaboration with the Chief Executive Officer to align strategic direction, operational execution, service delivery, and organizational performance to achieve the Justice Strategy and Board identified key priorities.
- Provide operational insights to inform strategic decision-making.
- Ensure clear accountability for implementation of BCFNJC priorities within operational areas.
- May act on behalf of the CEO during periods of absence, including vacation, leave, or other periods when delegated executive authority is required.

Role Evolution

- This job description may be reviewed periodically and will continue to evolve in response to BCFNJC's operational and strategic needs, including the role's reporting relationship to the Board of Directors and CEO position and potential succession planning. This position requires the ability to flex and continue to develop the job duties and responsibilities in a way that responds to the evolving operational and strategic needs of the organization.
- The incumbent is expected to perform other related duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES	EDUCATION/EXPERIENCE
▪ Effective leadership skills, with a strong focus on mentoring and motivation for an employee base of professionals. ▪ Effective conflict management resolution skills, ideally applying a restorative approach. ▪ Demonstrated collaborative and team player leadership approach. ▪ Commitment to the purpose, mission and the BCFNJC Justice Strategy ▪ High level of integrity, accountability, transparency and confidentiality. ▪ Strong operational leadership and execution skills, and stewardship of	**Indigenous Perspective/Foundations** ▪ Knowledge of the First Nations political systems in BC context. ▪ Demonstrated knowledge of and respect for BC First Nations governance structures, the First Nations Leadership Council, and Indigenous laws and protocols. ▪ Proven success building and sustaining respectful relationships with Indigenous communities, government partners, Elders and Knowledge Keepers, and frontline staff.

organizational assets and resources.
- Bring strong financial stewardship, including experience supporting complex budgeting, financial planning, and resource management in a growing organization.
- Ability to lead complex, multi-site service delivery environments.
- Demonstrated ability to individually focus and lead in a culturally safe, trauma-informed environment for staff, partners, and clients.
- Strong organizational, planning, and crisis management and prioritization skills.
- Creative problem-solving skills, with the ability to seek input and diverse perspectives when appropriate.
- Effective attention to detail and a high degree of accuracy.
- Strong communication and leadership presence, with ability to hold themselves and others accountable in a respectful and culturally appropriate manner.
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- Strong communication skills, including the ability to communicate clearly and effectively with the Board of Directors, Council, leadership, staff, partners, and other stakeholders.
- Comfortable working at both strategic and operational levels, with the ability to apply innovative thinking to revenue generation, operational management, and organizational improvement.
- Strong political acumen and the ability to manage conflict, advocate effectively, and champion Indigenous self-determination with stakeholders, partners, and the public.

Western Ways

- Senior operational leadership experience in a complex, multi-site organization of comparable scale, ideally with experience supporting an organization of approximately 150+ employees.
- Master's and/or undergraduate degree in business administration, public administration, law, operations leadership, or related field. An equivalent combination of education, training, and senior leadership experience may be considered.
- Demonstrated experience with budgeting and operational planning.
- Understanding of community resources, wraparound services in the BC context and Working knowledge and understanding of the structure and procedures of Canada's Criminal Justice System preferred.
- Legal knowledge and/or experience working closely with legal professionals.
- Valid BC Driver's License, the use of a vehicle, and ability to travel.
- A clear criminal reference check (CPIC) and Vulnerable Sector Clearance will be a condition of employment.
- Verifiable and validated Indigenous identity (First Nations, Métis, or Inuit) is strongly preferred. Candidates must demonstrate respect for, and understanding of, Indigenous cultures, communities, governance, and protocols.

CORE COMPETENCIES	WORKING CONDITIONS & PHYSICAL DEMANDS
• **Cultural humility and grounding** Models Indigenous values consistently, including those reflected in the Kinship Protocol. • **Emotional intelligence and trauma-informed practice** Recognizes vicarious trauma and intergenerational impacts and adapts decisions accordingly. • **Relational accountability** Demonstrates integrity, follow-through, and the willingness to have difficult conversations directly. • **Strategic vision** Connects frontline service delivery to the broader Justice Strategy and long-term sustainability. • **Communication and transparency** Communicates clearly, frequently, and honestly with The Board, leadership, staff, and external partners. • **Courage and decisiveness:** Holds peers, direct reports, and themselves appropriately accountable, with humility and respect.	Mental: ▪ Working with tight timelines and budget constraints. ▪ Working with highly sensitive situations, crisis management, and conflict resolution. ▪ Making difficult decisions that may affect others. ▪ Working effectively with vulnerable populations. Physical: ▪ Working extended hours using computers and other office equipment. ▪ Working evenings and weekends, as required. ▪ May involve prolonged periods of standing, sitting, and/or walking. Environmental Conditions: ▪ Work is performed primarily in an office environment. ▪ Business travel is required for Indigenous Justice Centre (IJC) office visits, meetings, conferences, and training.

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