



DIGNITY  
NETWORK  
CANADA RÉSEAU  
DIGNITÉ  
CANADA

<b>Title:</b>	Operations & Membership Services Manager
<b>Salary:</b>	\$67,000 - \$77,000 (plus \$2,600 in lieu of benefits)
<b>Work Hours:</b>	Full Time (5 days a week, 37.5 hours)
<b>Start:</b>	March / April 2023
<b>Location:</b>	Virtual
<b>Supervisor:</b>	Executive Director
<b>Contract type:</b>	2-year renewable

**Background:**

Dignity Network Canada is seeking a highly creative, independent and motivated Operations and Membership Services Manager. Dignity Network Canada is a partner with Equitas in the Act Together for Inclusion Fund and this position is responsible for supporting the development of Dignity Network Canada's operations and membership services as part of this project. This is a unique and exciting opportunity to work with a broad range of organizations and human rights activists from across Canada and around the world and to be part of the early years of a new national organization. There is a significant opportunity for growth, creativity and development in this position.

**Dignity Network Canada:**

Dignity Network Canada (DNC) is a national coalition of 60 member organizations involved in or interested in the human rights of people around the world, regardless of sexual orientation, gender identity and expression, and sex characteristics (SOGIESC). DNC provides opportunities for Canadian civil society organizations and their global partners to connect, share and advocate together on SOGIESC-related human rights issues. Dignity Network Canada is a national non-profit organization governed by a Board of Directors. The network is managed by a small secretariat of two staff members.

**ACTIF:**

The *Act Together for Inclusion Fund* (ACTIF) is a new global fund designed to enhance the respect, protection and fulfillment of human rights for lesbian, gay, bisexual, trans, queer, two-spirited and intersex (LGBTQ2I) persons and enhance their socio-economic outcomes in countries eligible for overseas development assistance. ACTIF support projects designed by Canadian intermediaries – civil society organizations (CSOs) with a proven track record of working on LGBTQ2I issues and established connections to local LGBTQ2I CSOs and movements in ODA eligible countries. ACTIF is managed by DNC member agency, Equitas, in collaboration with Dignity Network Canada itself. ACTIF is funded by the Government of Canada through Global Affairs Canada.

**Job Description:**

Reporting to the Executive Director, this new position will playing a key and foundational function within the organization – our organizational operations and membership services. Our most important work is grounded in member relations – this position is responsible for leading and developing services to our members. This role engages member organisations (prospective, new and existing) as well as ensures the success of events that bring our members together to learn and grow, with a focus on networking, capacity building and learning opportunities. Also, this role will be responsible for managing the development of

all operational, financial, administrative and communications systems for the secretariat office of the network. As part of this role, particular support will be provided to our members who are also part of the ACTIF initiative through a community of practice learning network, including the organization of our network's international roundtable conference.

## **JOB DUTIES AND RESPONSIBILITIES**

### **1) Operation, Finance and Systems Development (40%)**

- This position leads on the development of Dignity Network Canada's internal organizational infrastructure. The position identifies best practices for networks and improve internal systems with an eye toward future needs and budget realities - specifically, support improved information flow, financial processes and organizational planning.
- Responsible and accountable for the smooth running of all operations, through strong and secure infrastructure and a healthy and equitable workplace. This includes working with the Executive Director and the Board of Directors on developing and improving organizational policies, procedures, and manuals.
- Manage the relationships with vendors who supply the organization, including office supplies, insurance, technology and online services, etc.
- Working with the Executive Director and the Bookkeeper, this position is responsible for day-to-day management and the development of the network's financial operations. Some of the specific finance-related tasks include:
  - Working with the Bookkeeper to ensure quarterly financial reports are completed.
  - Process invoices accurately and in a timely manner according to established procedures.
  - Development and monitoring of organization's annual budget.
  - Support reporting to the organization's funders, including development and submission of reports, timesheets and follow-up data when required.
  - Working with the Executive Director and Bookkeeper to support the year-end audit process.

### **2) Member Engagement (40%)**

- This position leads overall member experience and satisfaction for Dignity Network Canada. The position develops and implements overall strategy and activities in the pursuit of ever-improved membership engagement. Some of the specific tasks include:
  - Manage annual membership renewal and surveys;
  - Liaise with members, partners, and relevant regional and international stakeholders;
  - Facilitate support for member initiatives, such as providing guidance and collaborative support for Member-led public engagement endeavors.
  - Support DNC's Membership Committee on membership application review and policy development;
  - Coordinate capacity and skills building opportunities for members;
  - Ensure DNC's principles, values, and crosscutting themes are integrated into all member services and outreach activities;
  - Keep abreast of funding opportunities for DNC members and distribute such information to appropriate members and stakeholders;
  - Encourage networking, explore collaborative opportunities and attend member's meetings and events when possible;

- This position will support the development and administration of Dignity Network Canada's Community of Practice for international solidarity work, one of the key deliverables for our Act Together for Inclusion Fund partnership. Some specific tasks include:
  - Ongoing administrative and coordination support to DNC's Community of Practice, which currently includes 17 organizations.
  - In partnership with the Community of Practice Co-Chairs, develop an annual learning and capacity building plan.
  - Coordination of workshops, learning sessions, and speakers for Community of Practice events.

### **3) Events Leadership and Planning (10%)**

- Events are a central element of our work and driver of member engagement. Their success is critical to Dignity Network Canada's overall success. This position is the primary leader for all events planning at Dignity Network Canada and is expected to support events from conception through to completion through effective project management skills. This includes a mix of in-person and virtual events throughout the year.
- Coordination and support to Dignity Network Canada's international roundtable meetings, which bring together our members, international partners and government stakeholders every two years.

### **4) Communications (10%)**

- This position will manage Dignity Network Canada's ongoing communications systems to our members including the ongoing development and maintenance of the organizations website and regular e-newsletter.

### **5) General Responsibilities**

- Comply with all DNC policies, procedures, and codes of conduct;
- Actively participate in any team meetings, and providing input towards the goals of DNC and ACTIF;
- Support the recruitment of and supervising of any interns, volunteers, consultants and short-term contract staff, as requested;
- Prepare relevant funding proposals and evaluation reports, in collaboration with the DNC Executive Director;
- Support the DNC Executive Director, Board of Directors, Committees and Working Groups in the ongoing implementation of strategic directions, as requested.

### **Knowledge, Skills and Ability Requirements and Assets**

- Demonstrated experience in the not-for-profit sector, especially complex multi-organizational coalitions and networks;
- Experience in non-profit finance, operations or administration;
- Ability to manage budgets, including budget monitoring and working with financial tracking systems;
- Excellent organizational skills and experience with program planning, development, implementation, monitoring and evaluation;
- Demonstrated commitment to anti-oppression and anti-racist principles and practices;
- Knowledge of or experience with Quickbooks online, Excel, Outlook, Asana and MS Office;
- Demonstrated ability to work effectively with volunteers and volunteer committees and with a

variety of perspectives and approaches;

- Flexibility in scheduling and ability to work remotely;
- Knowledge of graphic design software, an asset;
- Knowledge of SOGIESC-related issues and human rights in an international context, an asset;
- Exceptional relationship management skills and the ability to bring diverse perspectives towards a consensus.
- Reputation for effective leadership, initiative-taking and collaboration in multidisciplinary, multicultural settings, and across organizations.
- Proven track record of effective diplomatic correspondence and engagement with stakeholders.
- Bilingual in English and French as significant asset (ability to communicate professionally in meetings and written exchanges in both languages).

Given the nature of our work, we encourage applications from those with marginalized lived experiences within 2SLGBTIQ+ communities, including Black, Indigenous, and people of colour, bisexual, queer, and lesbian women, Two-Spirit, trans, non-binary, intersex people, and applicants living with a disability. Applicants may wish to self-identify in their applications. We strive to provide a barrier-free experience to applicants with accessibility needs. Please request accommodation at any stage during the recruitment process so we may do our best to support your needs. All applicants must be able to work in Canada.

## **HOW TO APPLY**

Please submit a CV and cover letter to [info@dignitynetwork.ca](mailto:info@dignitynetwork.ca) in one single PDF document no later than **Monday, February 20th at 5:00 PM Eastern**. All those selected for an interview will be contacted. The first round of interviews should take place between March 13 and 17 and the position should be filled in April.

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