



Indigenous Women's Healing Centre

NORTH STAR LODGE | MEMENGWAA PLACE | EAGLE WOMEN'S LODGE

Position: Operations Manager

Site: Eagle Women's Lodge

Date of Posting: August 31st, 2026

Date of Closing: September 15th, 2026

This is a full-time permanent position, Monday to Friday, some evening and weekend work could be required. Some travel may be required.

Position Overview:

Under the direction of the Executive Director and the Indigenous Women's Healing Centre's mission and vision, the incumbent is responsible for the day-to-day management of Eagle Women's Lodge including but not limited to policy and program development, staffing, facility management, resident intake and discharge procedures, compliance with Section 81 terms and objectives and all Correction Services Canada standards and regulations. The Operations Manager is also responsible for ensuring all statistical data and reports are available as required.

Education and Qualifications

- Bachelor of Social Work or other related professional degree in a social service/management field with two years' experience preferably in Criminal and/or Alternative Justice. IWHC reserves the right to consider any combination of work and life experience deemed acceptable.
- Must have previous management and staff supervision experience.
- Must be able to motivate and support a diverse staff.
- Experience in supervising in a unionized environment would be a definite asset.
- Must have experience in program development.
- Must have experience producing and presenting program reports and statistics.
- Must have excellent verbal and written communication skills.
- Must be able to handle stressful situations in an effective, deescalating manner.
- Knowledge of Indigenous culture and traditions a definite asset.
- The ability to demonstrate cultural competence and respect for diversity.
- CPR/1st Aid Training Certificate or be willing to obtain required.
- All employees subject to Child Abuse Registry check and must be able to obtain an Enhanced Security Clearance.
- A Class 5 Manitoba Driver's license and access to a vehicle for work is required.

Skills:

- Ability to speak an Indigenous language is a definite asset.
- Must have previous experience managing a team.
- Must have the ability to maintain professional boundaries with the residents.
- Must have the ability to understand the dynamics of trauma-induced behavior and assess their needs and risks.
- The skills to form effective relationships encourage two-way communication and gain trust with residents.
- The skills to understand the use of authority in supervision and to intervene effectively in crisis situations.
- Must have the ability to assist residents in identifying and solving the practical problems involved in their successful reintegration into the community.
- Must be able to handle stressful situations in an effective, deescalating manner.
- Must have the ability to understand the dynamics of behavior of those who are battling addiction and domestic violence situations - assess their needs and risks.
- Ability to respect confidentiality and privacy in all matters affecting or involving Lodge residents.
- Ability to offer support, nurturance, and guidance to residents as requested or as seemed necessary.

All Indigenous Women's Healing Centre Employees:

- Must maintain professional boundaries with the residents.
- Must refrain from sharing personal life stories/experiences with residents.
- Must follow the confidentiality policy.
- Are always expected to build trusting relationships with residents and their children and to model appropriate behaviors.
- Must ensure that child safety is paramount consideration in all services and supports provided.
- Are expected to work with residents in a manner that is non-judgmental, accepting, and respectful of differing values, ideas and beliefs.

We offer a comprehensive benefits program, competitive wages, pension match, free parking, and paid time off.

The wage to commensurate with experience.

Submit a resume and cover letter (applications submitted without a cover letter will not be considered) which outlines how your skills and qualifications are suited for this role **by 3:00pm on the day of closing** to: Christa Campbell, Manager of Human Resources via email to c.campbell@iwhc.ca.