

Project Woman Position Description

JOB TITLE: Operations Director
FLSA STATUS: Exempt; Salary
LOCATION: Administrative Offices, Program Facilities, Community

Expectations of All Employees

Supports Project Woman's mission and values by exhibiting the following behaviors: confidentiality and respect for all survivors, Trauma-Informed Responses and Approaches, service excellence and job competence, collaboration and team player, and commitment to our community.

POSITION SUMMARY

Reporting to the Executive Director, the Operations Director will liaise with programs and makes decision for operational activities and sets operational goals. They are a key member of the management team, oversee ongoing operations and procedures of the organization. Directly plans and monitors day-to-day program operations to ensure smooth progress and compliance. Establish policies that promote company culture and vision. Develop long-term operational strategies and oversee the documentation and achievement of outputs, outcomes, and deliverables to ensure that consistent, efficient workflows are in place, yielding optimal productivity and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Ensure all programs are operated in compliance with agency policy and procedure, aligns with best practices, and adheres to all regulatory requirements.
2. Plan and monitor the day-to-day running of all programs; ensure accessibility, survivor-centered approaches, trauma-informed environment and other necessary components are in place in order to effect the agency mission.
3. Supervise program coordinators and provide routine feedback and monitor programs performance; report trends as they arise and provide necessary problem solving strategies.
4. Evaluate regularly the efficiency of operational policy and procedures according to organizational objectives, published industry and accreditation standards.
5. Review financial information and adjust operational budgets to promote efficiency; Evaluate overall performance by gathering, analyzing and interpreting data and metrics
6. Serve as Performance and Quality Improvement Coordinator; oversee organizational continuous improvement processes; ensure program alignment with accreditation standards; completes Maintenance of Accreditation review/report and submissions as necessary.
7. Coordinate the preparation of regulatory reporting; serves as the operational contact for grants and programs as needed. Communicates effectively with local, state and federal funders.
8. Manage and comply with local, state, and federal program and funding requirements as set forth in each individual grant; contract and organizational policy.
9. Mentor and motivate programs and teams to create a trauma-informed workplace and achieve performance, productivity and engagement.
10. Lead employees to encourage maximum performance and dedication.
11. Write and submit reports to the Executive Director in all matters of importance.
12. Manage and maintain relationships with vendors, systems, stakeholders, community partners, and state provider organizations as necessary.
13. Performs other duties as needed, requested, or as assigned

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Ability to establish and maintain professional boundaries with subordinates, peers, survivors and their families;
- Ability to remain calm in crisis situations;
- Excellent interpersonal and communication skills;
- Caring, honest, and cooperative nature;
- Supportive, sensitive, and empathetic personality;
- Problem solving skills;
- Ability to be flexible;
- Ability to provide responsive services to a diverse population of program participants;
- Ability to maintain a positive attitude;

- Ability to work collaboratively and independently;
- Ability to respect confidentiality of information learned through providing services; consistently represent the mission and philosophy of the agency in a positive manner; and
- Maintain effective and cooperative relationships with community partners, participants, other employees, and volunteers.

COMPETENCIES:

- Respectfulness & Relationship Building: Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Commitment to Quality Service: Builds and maintains survivor/community satisfaction with the services offered.
- Team Focused & Collaborative: Promotes cooperation and commitment within a team to achieve goals and objectives.
- Self-Accountability & Work Standards: Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks.
- Stress tolerance & Unflappability: Maintains composure in highly stressful or adverse situations.
- Professionalism and Personal Boundaries: Conducts self within appropriate and expected professional boundaries and policies.
- Conflict Management: Helps others to effectively resolve complex or sensitive disagreements or conflicts.
- Valuing Diversity: Helps to create an environment that embraces and appreciates diversity.
- Confidentiality, Integrity, Ethics and Trust: Maintains confidentiality and earns others’ trust and respect through consistent honesty and professionalism in all interactions.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work is primarily performed in a secured office setting with communal areas.
- Work requires the ability to ascend or descend stairs as needed.
- Work is moderately active and includes standing and sitting. Travel in and out of state for trainings, conferences, and seminars as required.

MENTAL DEMANDS

While performing the duties of this job, employees are regularly required to use written and oral communication skills; read confidential data, information and documents; analyze and solve non-routine and complex inter-personal issues on behalf of survivors; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with community partners, staff, vendors, survivors, the public and others encountered in the course of work, some of whom may be dissatisfied or abusive individuals. Employees must be able to control their emotions and remain calm. This is a high stress occupation and self-care is essential as is the ability to handle stress in a positive manner. Project Woman employees shall maintain standards of conduct that are empowerment-based and nonjudgmental.

QUALIFICATIONS

Proven work experience in non-profit leadership. 5+ years in combined non-profit, community mental health, rape crisis center and domestic violence services required. Advanced degree in related field. Thorough knowledge of trauma-informed responses and approaches, accreditation and deemed status, and federal programs administration. Solid analytical and decision-making skills. Leadership abilities.

JOB RELATIONSHIPS

Supervises: Advocacy Coordinator, Residential Coordinator, Clinical Coordinator

Supervised by: Executive Director

Employee Name (please print): _____

Employee Signature: _____ Date: _____

Project Woman provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age disability or genetics. In addition to federal law requirements, Project Woman complies with applicable state and local laws governing nondiscrimination in employment in every location in which the agency has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time with or without notice.