

Position Description

Revised: 02/23

Title of Position: Vice President of Operations

Program: Senior Staff

Reporting Responsibilities: Reports directly to President/CEO. Directly supervises Operations staff.

Our mission is to help children and families heal from life's deepest hurts. We work to restore childhood. We tirelessly pursue, find and celebrate healing for young children in our community who have faced trauma, enabling children to lead happy, healthy, hopeful lives.

Position Summary: The Vice President of Operations is a member of the senior management team and provides overall agency leadership as well as the senior leader for the Operations Department and contracted business partners. The Vice President of Operations is responsible for directional planning, implementation, evaluation, and analysis of the agency's safety, human resource, and technical functions. This individual works closely with other members of Senior Staff and Program Directors to develop plans consistent with the strategic goals, and priorities and within the financial parameters of the agency. The Vice President of Operations is responsible for matters of the agency specifically related to information technology, safety, human resources, billing, payroll, medical records, HIPAA compliance, food services, front desk services, transportation, and facility management.

Essential Functions: Oversee the strategic operational plans for the agency, which includes providing directional planning, implementation, and evaluation, of all these services. Supervise eight direct reports and outside contracted services including technology and facility preventative maintenance.

Responsibilities include, but are not limited to:

Agency Leadership

- Implement the operations of the agency to support the success of the mission.
- Interact daily with program staff and children to build relationships and provide agency leadership.
- Review and monitor all financial contracts.
- Review all incoming invoices, ensuring accuracy and correct billing.
- Weekly participation in Senior Staff meetings.
- Monthly participation in the Board of Directors' full board meeting and the Operations Committee meeting.
- Strive to create a culture that emphasizes safety, quality, continuous improvement, and high performance.
- Participate in the development, implementation, management, and assessment of the strategic plan.

Manage Department Staff

- Directly supervise all Operations staff and contractors performing operations activities; this includes the responsibility to interview, hire, conduct performance evaluations, and negotiate salaries for Operations staff.
- Formally evaluate direct report's performance on an annual basis, based on observations, compliance with job description, and quality of work products. Fairly communicate the results through verbal and written documentation at the end of the staff probationary period, annually

and as needed. Make a recommendation to President/CEO regarding proposed salary adjustments.

- Supervise staff by providing feedback, coaching, support, and direction toward performance goals.
- Promote team building and promote the professional growth and talent development of Operations and agency staff.
- Promote communication to staff regarding operation strategies and planning through regular weekly department meetings and during monthly All Staff Meetings.
- Act as the primary liaison with the agency's Board Operations Committees and ensure timely distribution of operational, procedural, and employment documentation to the various board committees.

Human Resources

- Oversee the utilization of payroll software to ensure that employees are paid in a timely and accurate manner.
- Ensure the submittal of statutory and benefits remittances on time. Provide oversight of employee benefit needs.
- Maintain current knowledge of employment law and maintain an accurate Employee Handbook.
- Recommend to the Board's Operations committee benefits and policy changes.
- Monitor the effectiveness of the onboarding/orientation process
- Assist in the management of staff performance issues, extended leave requests, or workers' compensation claims.

Technology

- Plan, develop, evaluate, and coordinate the information and technology systems for the agency.
- Attend to the technology needs of the agency; including budgeting, ordering, implementation, and user assistance.
- Serve as primary contact for contracted vendors for technology and electronic medical record systems.

Transportation

- Oversee contracts and meet annually with a contractor to maintain communication and safety.
- Monitor billing process and assist in problem-solving.
- Oversee the leases and purchasing agreements of buses.
- Monitor repairs and other associated expenses including insurance.
- Ensure all transportation policies are being followed.
- Participate daily in the bus loading and unloading process.

Billing

- Understand the variety of funding sources.
- Ensure staff has the physical and technological resources to perform tasks accurately and efficiently.
- Monitor that accurate and regular communication between billing and finance departments is occurring.

Medical Records and HIPAA Compliance

- Attend annual HIPAA training
- Ensure staff has physical and technological resources necessary to maintain the confidentiality of information including oversight of document destruction.
- Ensure record retention and destruction policies are being followed.

Facility Management

- Oversee the process of building maintenance and improvements between vendors and staff, and assist with decision-making and planning as needed.
- Oversee the budgetary needs to maintain the building.
- Ensure all safety drills, equipment checks, and documentation are completed monthly.
- Provide support to the facilities manager to ensure alarms and building safety are maintained at all times.
- Oversee all maintenance contracts and ensure regular preventative maintenance schedules are being followed.
- Oversee capital improvement projects such as construction and renovations of existing spaces.

Compliance and Quality Improvement

- Provide oversight of Emergency Management, Environment of Care, Human Resources Management, and Infection Prevention Control policies and procedures and their implementation.
- Work with the Vice President of Programs and other staff to provide all necessary safety, and human resource documentation to ensure continuous compliance with the Department of Health and Senior Services Child Care Licensing rules, Joint Commission, NAEYC Accreditation standards, and CACFP programs.
- Lead and review operations systems and objectives annually, and make changes as needed.
- Lead annual Risk Assessment activity to assist in planning for budgetary and safety needs.
- Assist in the annual review and staff education of policies and procedures.
- Ensure understanding and compliance with applicable Joint Commission and other accreditation bodies' standards.
- Ensure the kitchen is following CACFP requirements and guidelines.
- Participate and contribute data to quarterly quality assurance meetings.
- Attend and actively participate in conferences and meetings for professional growth and development.

Minimum Qualifications

- Five or more years of experience in operational oversight and management.
- Experience in nonprofit administration.
- Previous training or experience with Trauma-Informed Practices.
- Demonstrated experience in staff management.
- Ability to collaborate with diverse staff, professional colleagues, and supporters.
- Strong commitment to ensuring equity and inclusion within the organization
- Ability to help out and work outside of required tasks to promote teamwork.
- Excellent written and verbal communication skills.
- Enjoys working with and around small children.

- Interpersonal and communication style that is conducive to executing a multidisciplinary team approach.
- Must possess solid technical skills and previous use of financial and personnel databases.
- Proficiency in Microsoft Office (including; Word, Excel, Outlook, and PowerPoint).
- Strong organizational and time management skills including the ability to delegate and monitor projects.
- Demonstrated track record of exceptional accuracy, quality, timeliness, dependability, and reliability.
- Demonstrated ability to maintain confidentiality specifically to client and staff information.

Certification(s)/Degrees:

Bachelor's degree in business or nonprofit administration.

Master's degree or experience commensurate with post-graduate education preferred.

Working Conditions:

- Much of the work is sedentary, sitting at a desk using a computer, phone, and other office equipment.
- Facility management will require some lifting, walking, and physical inspection. Ability to access multiple levels of the facility.
- Work hours typically are five days a week between 8:30-4:30 with occasional evening or weekend attendance at Board meetings and agency events expected.
- Due to its collaborative process and management expectations, this position requires the candidate to work on-site.
- Possible exposure to childhood diseases and other illnesses – flu and COVID vaccine highly recommended.
- There will be exposure to sensitive client subject matter so the ability to manage personal emotions, and stress and maintain healthy boundaries will be expected.
- During an emergency, there is an expectation to assist in providing for children's physical safety. Must understand and lead building security procedures.

Disclaimer:

Other duties will be required/requested for effective job performance. This is not an employment contract but an outline of essential functions and expectations.