

**CARE NET OF DANE COUNTY
POSITION DESCRIPTION**

JOB TITLE

- **Title:** Director of Operations
- **Reports To:** Chief Executive Officer
- **Date Analyzed:** 3/2023
- **Supervises:** Facilities Manager
- **Wage Category:** Exempt
- **Hours:** Monday through Friday, with occasional evening and weekend hours as needed.

JOB FUNCTION

Oversee administrative and daily operations for all programs and locations with the goal of ensuring smooth and efficient operation of services. Ensure compliance with all regulatory agencies. Works with HR department to increase employee retention and satisfaction. Works with other staff to provide training, recruitment, and oversight of volunteers to create positive experiences.

DUTIES & RESPONSIBILITIES – ESSENTIAL FUNCTION OF JOB

1. Operations:

- a) Oversees and implements policies and standards for maintaining AAAHC accreditation in collaboration with the Clinic Director and other staff.
- b) Oversees all facility management, traveling as needed. Have a working knowledge of facilities and routine maintenance schedules; provide insight into building improvements and reserves as requested by CEO, Board or Finance Director.
- c) Assists in planning, developing and evaluating the ministry's goals, programs, policies, and procedures.
- d) Works with other department heads to facilitate regular staff meetings and in-service educational programs for staff and volunteers.
- e) Supervises and approves purchases of office equipment, supplies and other needs. Review, approve, and sign vendor bills and invoices. Manage approved vendor list.
- f) Provide leadership and project management for new initiatives as the ministry grows.

2. Human Resources

- a) Works closely with HR to ensure property selection and onboarding of staff.
- b) Coordinates internal staff and volunteer communications and leads staff meetings in conjunction with CEO.

3. Volunteer Management:

- a) Provides administrative support to program Directors to ensure

volunteers are appropriately screened, trained and evaluated.

- b) Ensures compliance with federal and state regulations by assisting in the implementation and monitoring of personnel policies and procedures to protect patients/residents and volunteers of the organization.
 - c) Works in conjunction with the outreach department to plan and recruit group service projects.
- 4. Financial Management:**
- a) Works with the Finance Director in the preparation of the annual budgets
- 5. Risk Management:**
- a) Serves as the Risk Manager for the organization, delegating specific functions of risk management to appropriate staff and overseeing and updating Organizational Risk Management Plan.
 - b) Resolves conflicts with internal and external stakeholders by addressing complaints in a timely manner and within the established grievance procedure.
 - c) Responds to all reports of inappropriate conduct with correct action solutions through investigation, discussion, and monitoring with organizational leadership to protect patient/residents, volunteers, the organization, and others.
 - d) Oversee annual insurance policy review to identify, analyze, manage and maintain appropriate insurance coverage.
- 6. Information Technology Management:**
- a) Manage and maintain network permissions and accounts. Set up and troubleshoot network issues for staff and volunteers.
 - b) Work with IT providers to ensure cost-effective, reliable and efficient operations of all IT systems.
 - c) Oversees the annual HIPAA Compliance Audit and collaborates with Clinic Director/ Patient Services Director to ensure all employees/volunteers are trained for compliance with HIPAA.
- 7. Planning and Quality Improvement:**
- a) Directs and/or assists in the implementation of the strategic goals developed by the Board of Directors.
 - b) Works with Patient Services Director to evaluate and support Quality Improvement Program as needed.
- 8. Other Duties as assigned by CEO.**

KNOWLEDGE, SKILLS AND/OR ABILITIES REQUIRED

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Meticulous attention to detail and follow through; perform tasks with high degree of accuracy and efficiency.
- Excellent verbal and written communication skills.

- Excellent time management skills with proven ability to meet deadlines.
- Ability to listen and integrate ideas from diverse views, build and maintain respectful relationships, collaborate with others, and resolve conflicts constructively.
- Strong commitment to quality and data-driven program evaluation.
- Action-oriented, flexible and innovative approach to operational management.
- Willingness to complete and maintain CPR certification, HIPPA Training Certification
- Must demonstrate computer experience, and proficiency with Windows and Microsoft products, database software, electronic communications, and Internet applications.

JOB SPECIFICATIONS

- A. Bachelor's degree in business, nonprofit management, or other relevant field strongly preferred. Minimum 3 years' experience in a senior management role preferred.
- B. Must show evidence of a personal relationship with Jesus Christ and demonstrate a strong Christian life.
- C. Dependent on Holy Spirit "Not by might nor by power, but by my Spirit," says the Lord Almighty." Zech. 4:6
- D. Attends church on a regular basis.
- E. Must agree with and sign Care Net's Statements of Mission, Vision and Faith, Principles, Values, and Confidentiality.

Physical Requirements

- Prolonged periods of sitting at a desk and working on a computer.
- Ability to operate standard office equipment.
- Must be able to lift up to 20 pounds at a time.