

CARE NET OF DANE COUNTY JOB DESCRIPTION

Position Title	Department	Reports to
Director of Finance & Operations	Administration	Chief Executive Officer
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	2/2024

POSITION SUMMARY

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. Responsible for financial oversight of Finance Department to provide accurate recording and reporting of transactions in accordance with GAAP. Responsible for management and oversight of human resource functions, including benefits administration and compliance, recruitment, hiring, compensation metrics, and retention strategies. Works with other staff to provide training, recruitment, and oversight of volunteers to create positive experiences. Serves as Privacy Officer for the organization and handles IT management. The ideal candidate has a high attention to detail and ability to manage work relationships.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

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 and Board.
- 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.
- f) Provide leadership and project management for new initiatives as the ministry grows.

2. Human Resources

- a) Develop and ensure standardized HR processes and procedures are administered and aligned with organizational goals and comply with professional standards, local, state, and federal regulatory and laws.
- b) Oversee onboarding process for new employees. Create and maintain personnel files for compliance audits.
- c) Coordinates internal staff and volunteer communications and leads staff meetings in conjunction with CEO
- d) Prepare all required employee-related documentation, reports and correspondence and ensure local, state, and federal compliance for employee file record keeping, I-9 documentation, and confidential employee information.
- e) Ensures compliance with federal and state regulations by assisting in the implementation and monitoring of personnel policies and procedures to protect patient/residents and volunteers of the organization.
- f) Work with the Personnel Committee to evaluate policies.
- g) Oversee benefits enrollments for all policies and update employee information as needed. Provide annual benefits review and disseminate information to employees.

3. Volunteer Management:

- a) Provides administrative support to program Directors to ensure volunteers are appropriately screened, trained and evaluated.
- b) Provides general organizational training to volunteers and maintains volunteer personnel folders.
- c) Works in conjunction with the outreach department to plan and recruit group service projects.

4. Financial Management:

- a) Works with the Finance Department in the preparation of the annual budgets, capital campaigns and special project budgets. Helps forecast various scenarios.
- b) Supervise finance personnel to ensure accurate and timely financial reporting.
- c) In conjunction with the Finance Department, help prepare cashflow analysis.
- d) Participates in overseeing Annual Audit.

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 the 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 Security Risk Analysis 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.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

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

- Bachelor's degree in business, nonprofit management, or other relevant field strongly preferred. Minimum 3 years' experience in a senior management role preferred.
- 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.
- High degree of confidentiality.
- Strong commitment to quality and data-driven program evaluation.
- Action-oriented, flexible and innovative approach to operational management.

- Must demonstrate computer experience, proficiency with Windows and Microsoft products, database software, electronic communications, and internet applications.
- Good working knowledge of finance and accounting.
- Must show evidence of a personal relationship with Jesus Christ and demonstrate a strong Christian life.
- Dependent on Holy Spirit “‘Not by might nor by power, but by my Spirit,’ says the Lord Almighty.” Zech. 4:6
- Must agree with and sign Care Net’s Statements of Mission, Vision and Faith, Principles & values.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Ability to operate standard office equipment.
- Must be able to lift, push or pull up to 25 pounds at a time.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Reviewed with employee by

Signature: _____ **Name** **(print):**

Title: _____ **Date:**

Received and accepted by

Signature: _____ **Name** **(print):**

Title: _____ **Date:**

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

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