

Job Description

Senior Director of Operations



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| JOB TITLE: | Senior Director of Operations |
| DEPARTMENT: | Administration |
| REPORTS TO: | Executive Director |
| STATUS: | Full-time, Regular |
| FLSA: | Exempt |
| WORK SCHEDULE: | Monday to Friday, typically 9 AM to 5 PM |

PURPOSE

Under the supervision of the Executive Director, the Senior Director of Operations serves as the **Atlantic Street Center Administrator** and is responsible for the day-to-day operations of the organization's provision of services including (but not limited to) certified behavioral health, early learning, gender-based violence, and youth development & education services (for the certified behavioral health services, the Senior Director of Operations can delegate duties and responsibilities – in accordance with WAC 246-341-0410 - to act on the administrator's behalf as needed, such as on call duties, et al).

This position serves to directly oversee all program directors, as well as assigned administrative and operations personnel. This position oversees applicable programmatic operations for facilities and vehicle management and user-end IT/technology service needs. This position works in partnership with the Executive Director and the Directors of Finance, Public Relations and Resource Development, and Integration/Innovation. This position requires superior daily attendance and occasional after-hours support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Program Services Administration

1. On a daily basis, guide designated program department personnel in all administrative matters, individual care services, the meeting of all applicable rules, policies, and ethical standards.
2. Keep the Executive Director informed of critical and strategic issues as related to all programs and service offerings.
3. As agency administrator, delegate to a staff person the duty and responsibility to act on behalf as needed.
4. Ensure administrative, personnel, clinical, and other service delivery needs follow policies and procedures.
5. Serves as the agency's HIPPA Compliance/Privacy Officer, ensuring Atlantic Street Center adheres to all applicable City, State (including WACs), County, and Federal statutes, as well as other regulatory requirements.
6. In collaboration with leadership write policies and procedures as needed to support programming, funding, and regulatory compliance. This includes agency-wide policies and procedures.
7. Work in tandem with other administrative and program leaders to ensure the development or revision of a written internal quality management, human resources, and/or other specialized plan that:
 - Addresses the supervision and training of all staff, including clinical training requirements for clinical staff.
 - Monitors the compliance with City, State (including WACs), County, Federal statutes, and all other applicable regulatory rules
 - Continuously improves the quality of care in all service offerings and includes cultural competency that aligns with Atlantic Street Center's local community and individuals served, evidence-based and promising practices.
 - Addresses responsiveness to grievances, substantiated complaints, and critical incidents.
8. Conduct periodic audits to ensure compliance with internal policies, regulatory requirements, and risk mitigation.
9. Generate, review, and present data analytics to assess effectiveness and outcomes of programs.
10. Participates in the development, management, and related reporting of strategic plans, goals & initiatives, action items, and impact reports as directed.

11. Work with the Resource Development department to create and implement agency and community-wide events.
12. Strengthen partnerships with local organizations, government agencies, and funders to expand resources and service impact.

Staffing

1. Plan and deliver leadership mentoring and supervision sessions for direct reports.
2. Plan and implements individualized and team-based leadership meetings.
3. Ensure that there is sufficient qualified personnel to provide adequate delivery of all Atlantic Street Center service offerings including, but not limited to, clinical treatment, academic and educational supports, advocacy, children and family supports, and community engagement activities.
4. Ensure that all staff employed are appropriately qualified and credentialed (if required) for the duties with which they are assigned.
5. Ensure there is adequate provision of supervision for all staff, trainees, students, and volunteers, including clinical supervision for clinical staff and interns.
6. Implement initiatives for professional development, succession planning, and employee retention.
7. Support program leadership with routine personnel management by liaising with Human Resources, Directors, Coordinators, and other personnel assets as needed. This includes (but is not limited to) new hires, onboarding, terminations, corrective or disciplinary actions, conflict resolution, recommendations for personnel change, et al).
8. In tandem with Human Resources, ensure that personnel records document adequate state patrol and other background checks needed for each employee in regular contact with individuals receiving services and are compliant with agency, funding, and all applicable regulatory rules (e.g., WACs and School Districts).

Budget Development and Management

1. Work with the Executive Director and Director of Finance to create program departments' operational budgets and contribute to the development of the overall annual agency budget.
2. Work with program leadership to manage departmental budgets, soliciting input to assess revenue and resource needs and cost/expenditure activities.
3. Participates with the Executive Director and Resource Development, and other leadership members to proactively and strategically identify gap funding needs, opportunities to continually diversify revenue, and plan for applicable resources to support evolving and/or expanding program service offerings.
4. Reviews departmental budgets monthly with assigned program directors to advise and guide on variances, or shortfalls, or other budget-related program impact needs.

Other operational / administrative duties

1. Ensures that all direct reports and their staff access and utilize applicable software, data management tools and other equipment as required and in alignment with funder or organizational standards.
2. Ensure that owned and leased facilities spaces are safe and maximized for delivery of Atlantic Street Center service offerings.
3. Ensure that all Atlantic Street Center licenses are current and posted in all locations. Work with Finance to ensure that all licenses are on file in the business office.
4. Complete and submit reports to the Executive Director as requested.
5. Keep abreast of best service practices and trend service needs of participants to support efficiency and quality improvement measures for the organization.
6. Coordinate and Plan Emergency Preparedness Initiatives
 - Ensure the agency's preparedness for emergencies by acting as Co-chair of the Emergency Preparedness/Facilities/Safety Committee with a representative from each site/program area.
 - With the applicable committee(s) ensure the preparation and implementation at least one emergency preparedness drill each year for the entire agency – while ensuring on-going training of program personnel.
 - Work with program leadership to ensure that emergency supplies, go-kits and other needed supplies are in place at each site to support staff in the event of an emergency situation.
 - Work with the Office Coordinator and other agency leadership team members to ensure that each site is connected to the local emergency preparedness offices (usually operated by the City in which the site is located). Ensure regular communication with local safety/emergency response offices and staff for each site.

Board and Fundraising Support

1. Prepare program operations reports for the Executive Director and Board members as directed.
2. Assist with Board-related events such as meetings, retreats, and social activities , including attending Board meetings as assigned.
3. Attend Board meetings assigned.

OTHER DUTIES

- Support and comply with the values, policies, and practices of Atlantic Street Center.
- Supports the work of diversity, inclusion, equity, and belonging initiatives.
- Maintain and support executive, management team, participant, and Agency confidentiality.
- Work effectively as part of the Administrative Team.
- Actively participate in Agency life and program activities. Attend internal agency meetings (e.g., All-Staff meetings, Administrative Support meetings, etc.).
- Represents Agency and Executive Director in the community as requested.
- Performs other related duties as assigned by the Executive Director.
- Submits personal timesheets, expenses, leave requests or other administrative requirements to supervisor in a timely fashion. Ensure the timely completion of the same for all direct [and applicable indirect] reports.

QUALIFICATIONS

- Master's degree in a discipline related to health/human/social services, public administration, and/or clinical services. Clinical license preferred, but not necessary.
- Minimum of five (5) years of professional management experience overseeing nonprofit health/human/social services program operations.
- Knowledge of and experience with both health care 'fee-for-service' models (especially Medicaid) and grant-based revenue preferred.
- Knowledge of confidentiality rules, including HIPAA and FERPA.
- Available every weekday. Able to work a flexible schedule including evenings and/or weekends as needed.
- Demonstrated interest in human/social services and the community served. Must support the Agency mission.
- Comfortable and proficient with technology, including Office365 tools, client data management software, reporting software, and hardware and other related equipment.
- A professional manner and customer service acumen with participants, staff, donors, Board members, community stakeholders, and volunteers. Ability to steward relationships and communicate effectively and professionally with people from diverse personal and professional backgrounds.
- Excellent organizational and critical thinking skills, and the ability to complete multiple tasks with accuracy, efficiency, and within deadlines.
- High attention to detail.
- Excellent oral and written communication skills.
- Respond quickly and efficiently to ever-changing situations with a high degree of flexibility.
- Model appropriate and respectful conflict resolution skills. Manage difficult and stressful situations effectively and calmly.
- Ability to cope effectively with pressure and stress.
- Ability to demonstrate servant leadership traits and mentoring skills to direct and indirect reports.
- A sense of humor and positive, solution-focused outlook that permeate stress and adversity.
- Work with minimal supervision.

WORKING CONDITIONS

- Work Hours: Superior daily attendance required; Monday through Friday, typically 9 am to 5 pm.
- Position requires working some evenings and weekends (monthly evening board meetings).
- Ability to lift twenty pounds, unassisted.
- Extended periods of sitting. Extended periods in front of the computer screen, typing.
- Valid Washington State driver's license and personal vehicle preferred in order to drive whenever necessary to meet program needs. Driving time should not exceed 10% of work week.

DISCLAIMER

This job description indicates, in general terms, the type and level of work performed as well as the typical responsibilities of employees in this classification. The duties described are not to be interpreted as being all-inclusive to any specific employee. Management reserves the right to add, modify, change, or rescind the work

assignments of various positions and to make reasonable accommodation so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between Atlantic Street Center and its employees.

“I have reviewed the job description above and I accept all duties and responsibilities.”

Employee Printed Name _____

Employee Signature _____ Date Signed _____

APPROVED BY:

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| Dr. Pela Terry, Executive Director | |
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(Signature)

(Date Signed)