



Director of Operations

JOB DESCRIPTION

Position Overview:

Join our care team dedicated to empowering survivors of human trafficking, exploitation, and prostitution. The Director of Operations plays a crucial role in fostering successful independent living through comprehensive support, advocacy, and compassionate care. Embracing our core values of *Communication, Respect, Adaptability, and Connectedness* is essential. Reporting directly to the Executive Director, this position offers a unique opportunity to impact our agency's trajectory and evolution significantly.

Key Responsibilities:

- Collaborate with the Volunteer Coordinator, Curriculum Coach, Care Coaches, and other stakeholders.
- Provide oversight of daily operations throughout all program phases.
- Manage scheduling for the Direct Care Team, Curriculum Coach, and Volunteer Coordinator (currently 8 staff members).
- Offer day-to-day support for home activities, ensuring a nurturing environment.
- Coordinate and supervise home functions for smooth operation.
- Direct the Volunteer Coordinator and oversee volunteer engagement activities.
- Develop and implement training and growth opportunities for staff, along with organizing quarterly team-building outings.
- Provide 24/7 emergency phone monitoring with strict confidentiality.
- Conduct weekly staff meetings with the Direct Care Team and monthly All Staff meetings.
- Attend Quarterly Board meetings, providing operational updates.
- Collaborate with referral and community partners.
- Perform duties as needed, adhering to agency policies and procedures.

Qualifications:

The ideal candidate will possess:

- Strong communication skills for effective collaboration.
- Respect for diverse viewpoints in team projects.
- Adaptability to new situations and priorities.
- Ability to cultivate strong relationships internally and externally.
- Knowledge and experience in human services, trauma-informed care, and residential care programs.
- Demonstrated leadership in fostering compassion, care, and respect.
- Proficiency in strategic operational planning and execution.
- Exceptional prioritization skills and flexibility to adapt strategies.
- Experience in quarterly board reporting and communication.
- Commitment to upholding integrity and professionalism.

Additional Details:

- Employment Type: Full-time, exempt.
- Starting Salary Range: \$40,000 – \$50,000, commensurate with experience.
- Benefits: Eligible for 24 days of PTO per year after completing a 90-day probationary period. Health care stipend of \$175/mo included in monthly pay.
- Training: Comprehensive training provided during the probationary period.
- Background Check: Employment contingent upon a successful background check.

Join us in making a meaningful difference in the lives of survivors and contributing to the transformational work of Dorothy's House. Apply today to become a part of our dedicated team!