



Mental Health Connections	Page 1 of 1
Job Description	Effective Date:1/2023
Operations Director	Approved by: Executive Director

**POSITION:** Operations Director

**REPORTS TO:** Executive Director

**CLASSIFICATION:** Exempt

**POSITION SUMMARY:**

The Operations Director (OD) serves as the operating director for Mental Health Connections and is responsible for all aspects of internal operations. The (OD) will attend monthly board meetings and will report to the board all aspects of the operations of Mental Health Connections.

**This position summary is intended to identify some of the duties and responsibilities of this position.**

**Position Core competencies:**

**Vision, Strategy, and Annual Planning**

Oversee the development of the Mental Health Connections strategic operational plan including:

**1. Finance:**

- Collaborate with Executive Director, Controller, and Treasurer to develop annual budget while ensuring that the organization continues to build and maintain a cash surplus while expanding its impact.

**2. Human Resources:**

- Oversee and collaborate with Executive Director to define organizational structure, roles, and responsibilities.
- Oversee and collaborate with Executive Director and Program Directors on employee development and retention

**3. Facilities:**

- Define operational expectations for facilities. Identify any improvement or expansion requirements for the coming year.

**4. Data & Reporting:**

- Identify any improvements required to data and reporting architecture in the coming year.

**5. Policies & Procedures:**

- Review existing policies and procedures. Identify any gaps that need to be closed during the coming year.

**6. Compliance:**

- Review existing compliance policies and procedures for gaps and changes required by new laws and/or regulations.

**7. Information Technology:**

- Review existing hardware, software, and communications infrastructure. Identify required maintenance, improvements, and/or purchases in collaboration with IT consulting company.



## **Operations**

Bottomline responsibility in overseeing Mental Health Connections operations including:

### **1. Finance:**

- With the Executive Director develop the annual budget, monitor and report on all contracts, supervise the annual audit, ensure all financial controls, oversee production of the monthly financial statements.

### **2. Human Resources:**

- Collaborate with Executive Director and Program Directors to build and mentor high performing staff and volunteer leadership teams, hiring, developing, retaining and managing a team committed to the organization's work.
- Manage existing HR portal, onboarding process, benefits portal, 403B enrollments, and employee manual updates.
- Oversee annual employee trainings, and employee documentation.

### **3. Facilities:**

- Ensure the effective operations of the facilities, quickly identifying and resolving issues when they occur. Maintain cordial and effective relationship with facility landlord.

### **4. Data & Reporting:**

- Ensure the effective operations of the data and reporting system, putting in place policies and procedures to ensure timely and accurate data as well as timely and useful reports.

### **5. Policies & Procedures:**

- Monitor compliance with and enforcement policies and procedures, making changes where necessary.

### **6. Compliance:**

- Providing program and fiscal accountability to the board, funders and regulators through appropriate policies, controls, procedures and reporting mechanisms.

### **7. Information Technology:**

- Ensure the effective operations of system software, hardware and communications infrastructure, quickly identifying and resolving issues when they occur.

## **Program Expertise:**

1. Non-profit leadership experience including experience in operations, financial management, HR, and policy compliance.
2. A minimum of a bachelor's degree in business administration or human resources.
3. A minimum of five years in a non-profit setting and two or more years in a supervisory capacity.

## **General Competencies**

1. Ability to formulate and articulate a development strategy and goals.
2. Ability to translate strategy into operational goals.
3. Ability to lead and motivate a dynamic and diverse organization.
4. Strong critical thinking skills, with a track record of developing strategies in the face of crisis, complexity and ambiguity.
5. Exceptional interpersonal skills, with an ability to develop strong relationships across a diverse spectrum of stakeholders and an ability to influence leaders in the private, public and non-profit sectors.



6. A keen intellect with the ability to be an independent thinker and creative problem solver.
7. Clear sense of integrity and a commitment to serve everyone ethically and empathically.

#### **Other Requirements and Qualifications**

- At least five years of full-time, paid work experience, including at least three years experience in an Operations Role
- Valid driver's license and good DMV record; ability to pass a background check
- Strong written and verbal communication skills, including excellent grammar and ability to accurately proofread
- Proficiency in MS Office software applications, especially Excel; high level of computer competency
- Tech savvy
- Mac and PC proficient
- Very organized, results-oriented, self-starter
- Good trouble-shooter and effective problem-solver
- Demonstrates a positive, upbeat, and cheerful personality.
- Organized and able to thrive in a multi-task environment; unflappable, Results-oriented self-starter; organized and able to thrive in a multi-task environment.
- Flexible, considerate, patient, and tactful; kind heart and a ready sense of humor
- The ability to collaborate and work effectively with a diverse group of people.
- The ability to effectively communicate in a variety of formats and a wide range of audiences.
- Ability to keep confidential information confidential.
- Previous work experience with a nonprofit organization a plus
- Interest in mental health issues a plus

Company Sponsored Health Benefits

Paid Time Off

Employee Assistance Plan

Retirement Plan

Some Teleworking is a possibility

Salary is commensurate with experience. The range is \$95,000 to \$120,000 per annum.

Interested Candidates please submit a resume and cover letter to [jobs@putnamclubhouse.org](mailto:jobs@putnamclubhouse.org)