

El Paso Child Guidance Center - Position Description

Title: Director of Operations

Supervisor: Executive Director

General Qualifications: Must have at least a Bachelor's degree from an accredited University or College in Business Administration, Marketing or a related field. A master's degree is preferred. Minimum of 2 years' experience in a medical office setting preferably a behavioral health setting. Other necessary skills include: Ability to meet people with ease; ability to work independently with minimal supervision; create and implement processes and procedures, write and edit effectively, and problem solve. Must be able to interact with multiple levels of leadership, staff and clients within the organization. This position requires a high level of attention to detail, organizational skills and time management to work under pressure to meet competing priorities and deadlines. Experience with grant writing, contracting, organizing fundraising activities and knowledge of long-range planning is preferred. Must have highly developed interpersonal skills and maintain the highest levels of ethics and integrity.

General Description: The Director of Operations is responsible for oversight of general operations, special events, fund development, human resources, finance, billing and IT. This position provides leadership and direct supervision to the Practice Manager, Financial Coordinator and Billing and Credentialing Coordinator. The Director of Operations serves as the agency's Risk Manager. This individual will need to embody the passion, commitment and orientation to quality and trauma informed service for individuals living in our community.

Classification: Regular, full time, exempt employee. Forty (40) hours per week.

Essential Functions:

Administrative Duties:

- ❖ Participate in fulfilling the mission, vision and strategic plan of the agency in coordination with the Executive Director and Management team.
- ❖ Provide strategic oversight of all long-range and annual plans related to the Operations department in alignment with the strategic plan, grant requirements and Council on Accreditation COA standards.
- ❖ Monitor and evaluate all aspects of the Center's Operations to assure quality, efficiency, and cost effectiveness.
- ❖ Assist the Executive Director in maintaining appropriate organizational structure to ensure maximum efficiency and coverage of duties.

- ❖ Hire, train, and supervise the Center's Practice Manager, Billing & Credentialing Coordinator, and Financial Coordinator positions. Coordinate workflow, job descriptions and performance plans for all above mentioned staff.
- ❖ Plan, develop, and implement all policies and procedures related to the Agency's Operations departments to include, Human Resources, IT, Safety, Fiscal, Billing and Credentialing in accordance with COA standards.
- ❖ Assure compliance with all applicable Federal and State laws related to Human Resources, Risk Management and grant related requirements.
- ❖ Have knowledge of basic functions of each Operations team position to evaluate overall efficiency, time management and workloads.
- ❖ Be an active member in management team meetings, fiscal meetings, project management meetings, all staff meetings, and board meetings on a regular basis.
- ❖ Lead continuous quality improvement and service delivery for the agency in coordination with the Executive Director based on the annual Performance Quality Improvement Plan (PQI Plan) in accordance with COA standards.
- ❖ Analyze utilization review data and make recommendations in the form of a final report provided annually to the Executive Director in coordination with the Practice Manager.
- ❖ Act as designated Risk Manager. Plan, schedule, and convene all risk management meetings and compile an semi-annual report specific to risk management including oversight of incident reports, client and employee grievances, CPS reports, maintenance requests and credentialing documents.
- ❖ Work with CPA during annual audit in coordination with the Financial Coordinator.
- ❖ Provide direction for the Agency in the absence of the Executive Director.
- ❖ Exhibit sensitivity to cultural and socioeconomic differences in the service population.

Grant & Contract Compliance/Oversight Duties:

- ❖ Develop and maintain all grant and contract budgets for current and future projects.
- ❖ Develop and maintain all contracts and MOU's for the Center with strategically identified entities including schools, corporations, and governmental agencies in coordination with the Executive Director.
- ❖ Work directly with the grant writing contractor and grant managers to submit grant budgets and applications in a timely manner.
- ❖ Provide oversight and accountability for the Financial Coordinator position including review of

all budget items, invoicing and grant projects to ensure compliance with all federal, state and local grants and contracts.

- ❖ Prepare final reports for funders as directed by the Executive Director.
- ❖ Have a thorough understanding of all programs and needs of the agency to be able to represent the agency needs at community presentations.
- ❖ Ensure systems are in place for monitoring progress towards grant and contract fiscal requirements and spend-down of monies including analysis of budgets and report submissions.

Development Duties:

- ❖ Develop and implement an annual fund development plan and calendar that aligns with the annual agency budget and strategic goals.
- ❖ Manage and maintain records of all donors, (individual, corporate, foundation, fundraising events, etc.) and provide updated reports and donor statistics to the Executive Director monthly during fund development meetings.
- ❖ Commit to meeting and exceeding fund development goals through a well-rounded strategy including fundraisers, individual donor development, personalized annual asks, social media, and other innovative strategies.
- ❖ Establish methods for continuous evaluation of fund development and special event initiatives to ensure all efforts are profitable and in alignment with the annual budget. Where strategically desirable to build a greater net/impact, develop partners on fundraising efforts.
- ❖ Plan and implement all aspects and details of each special event (who, what, when, where and why). Take the lead networking role at these events, maximizing the opportunity to build follow-up opportunities with donors and attendees.
- ❖ Build a culture of joyful giving and unabashed asking in coordination with the fund development committee chair and other board members. Provide training and messaging to help develop this giving culture.
- ❖ Represent the agency and support the Executive Director at meetings and community presentations to include: United Way, Rotary Club, other civic groups, and public meetings and continually build opportunities for the Executive Director and Board Members to meet with key stakeholders in the community including business leaders, elected officials, and other strategic targets.
- ❖ Identify local and non-local funding sources that support unrestricted or general operating purposes through prospecting and communication with contracted grant writer.
- ❖ Provide direct supervision to development interns and community volunteers to support fund development efforts.

- ❖ Plan, schedule, and convene all meetings related to development and special events (Fund Development, Budget meetings, De-Brief, etc.)
- ❖ Ensure thank you letters are developed and distributed to all individual, corporate, and community group donors.

Other Duties:

- ❖ Perform additional tasks and duties as requested by the Executive Director and Board of Directors that are identified to fulfill the mission of the Center.

I have read and understand my job description:

Name (print): _____

Signature: _____ Date: _____

Created: 03/01/2016; 06/01/2017; 08/30/2017; 06/01/2019