

Job Title: Director of Operations

Location: Mills River, NC

Reports to: Executive Director

Supervises: Operations staff (agriculture, medicinal plants, facilities maintenance, volunteers)

Employment Type: Full-time, Exempt (non-profit)

Full-Time | \$44,000/year | Tuesday–Saturday, Occasional Evenings | Paid Time Off

About Veterans Healing Farm (VHF)

Veterans Healing Farm is a 501(c)(3) nonprofit in its 13th year of operations. We enhance the mental, emotional, and physical well-being of U.S. Veterans and their families. We deliver healing through nature, connection, and purpose via organic farming, beekeeping, medicinal herb gardening, therapeutic workshops, and community events.

Position Summary

The Director of Operations is a key leadership role responsible for overseeing and optimizing day-to-day operations across Veterans Healing Farm's programs, facilities, and staff. This person ensures that the farm's mission is translated into efficient operational processes that support agritherapy, workshops, events, and overall organizational sustainability.

Key Responsibilities

1. Strategic Operations Management

- Work with the Executive Director to develop, implement, and refine operational strategies aligned with VHF's mission and long-term goals.
- Translate strategic plans into actionable initiatives, coordinating across departments (farming, plant medicine, workshops, events, volunteer program).
- Oversee the expansion and efficient utilization of the new headquarters in Mills River.

2. Program & Facilities Oversight

- Supervise farm operations: organic vegetable production, beekeeping, medicinal herb gardens, grounds, pond.

- Coordinate therapeutic workshops and community events, ensuring they run smoothly and deliver impact.
- Oversee maintenance of physical assets: land, buildings (offices, workshop spaces), equipment, and safety protocols.

3. Staff & Volunteer Management

- Recruit, supervise, and develop operations staff, including farm managers, facilities, and event coordinators.
- Support and expand volunteer engagement: structure roles, training, scheduling, and retention.
- Foster a positive, mission-driven culture — promoting collaboration, wellbeing, and accountability.

4. Process & Systems Development

- Design and implement operational policies, procedures, and best practices to improve efficiency and scalability.
- Monitor performance metrics (e.g., production output, volunteer hours, program utilization) and report on operational KPIs.
- Develop and maintain risk management plans (safety, regulatory compliance, farm liability, etc.)

5. Budgeting & Financial Oversight

- Work with leadership to create and manage the annual operations budget.
- Monitor operational expenses, ensuring efficiency and cost-effectiveness.
- Collaborate with fundraising/development to align operational needs with fundraising goals.

6. Partnerships & Community Engagement

- Represent VHF in community, local government, and stakeholder meetings as needed.
- Build and maintain partnerships with other veterans' organizations, local farms, community groups, and funders.
- Support the farm's outreach efforts to grow its impact, visibility, and donor base.

7. Reporting & Governance

- Provide regular operational updates to the Executive Director.
- Ensure compliance with nonprofit reporting requirements, permits, and organizational documentation.
- Assist with strategic planning processes and board-level initiatives.

Qualifications & Skills

- **Experience:**

- 5+ years of operations or nonprofit management experience (preferably in farm, agriculture, retreat, Veteran, or therapeutic setting)
- Demonstrated experience in staff supervision, budgeting, and program delivery.

- **Knowledge & Expertise:**

- Understanding of agriculture, farming operations (ideally organic), or agritherapy.
- Familiarity with Veteran communities and the challenges they face (e.g., PTSD, moral injury) is highly beneficial.
- Experience managing volunteers.

- **Leadership & Communication:**

- Strong strategic thinker with the ability to translate vision into action.
- Excellent communication (written and verbal) and interpersonal skills.
- Ability to build relationships across diverse stakeholders: veterans, community members, donors, board.

- **Organizational Skills:**

- Highly organized, detail-oriented, and process-driven.
- Comfortable multitasking and leading multiple projects simultaneously.

- **Problem-solving & Adaptability:**

- Proactive, resourceful, and resilient in a fast-changing, mission-driven environment.

- Ability to adapt to the needs of the farm, programming, and the community.
- **Education:**
 - Bachelor's degree preferred (Business Administration, Nonprofit Management, Agriculture, or related field), but equivalent experience will be considered.
- **Other:**
 - Veteran of the U.S. military, preferred.
 - Valid driver's license; willingness to work on-site at Mills River, travel throughout WNC.
 - Some evenings/weekends likely for events or community programming.
 - Passion for serving veteran communities through mission-driven work.

Success Metrics / KPIs

- Operational efficiency measures (cost per program, resource utilization)
- Growth in volunteer engagement and retention
- Production outputs (e.g., yield in farm, medicinal herbs, etc.)
- Program participation and satisfaction levels
- Budget adherence and financial stewardship
- Facility maintenance and safety compliance
- Stakeholder feedback (veterans served, partners, board)
- Wellness surveys

Why This Role Matters

The Director of Operations plays a critical role in scaling Veterans Healing Farm's impact. By ensuring strong operational foundations, this person allows the organization to deepen its programming, support more veterans and families, and sustain its healing environment in its new, permanent home.

Schedule & Compensation

- **\$44,000 annual salary**
- **Full-time, Tuesday through Saturday**
- **Paid Time Off**

(Some evenings/weekends may be required for special events.)

How to Apply

Please email your résumé and a brief cover letter explaining your interest in this role to: