



Position Title:
Exempt/Non-Exempt:
Title this Position Reports to:

Director of Operations
FT Exempt
Executive Director

Job Summary:

The Director of Operations will work at both a strategic level and a tactical level to provide oversight for all organizational-wide operational activities for all Dee Norton locations. This includes developing and overseeing the Quality Assurance and Continuous Process Improvement activities as well as management of Information Technology, Human Resources, facilities, procurement, and legal affairs. This position will focus on process-creation and process-improvement to implement tools that streamline, improve and automate (when helpful) processes and operational functions.

Job Details:

Continuous Process Improvement

- Develop and implement an operations strategy to increase internal organizational effectiveness and efficiency across all service locations.
- Establish, in collaboration with the Executive Director and Leadership Team, short and long-range goals and for Dee Norton's operations and enlist support from all members of the organization.
- Establish metrics for the short- and long-range goals and routinely evaluate success against these metrics. Promote regular and ongoing opportunities for staff to give feedback on program operations.
- Provide analytical support to other members of the organization as needed for the strategy and long range planning process of Dee Norton.
- Develop, implement and measure multi-year vision for automating and streamlining all Dee Norton operational processes, including referrals, records requests, consulting contracts, project tracking and analysis.
- Oversee the Quality Assurance and Continuous Process Improvement activities for Dee Norton, including identifying and tracking key operational performance indicators.

Direct Services Records Management

- Ensure that client records support clinical services and are maintained in a manner consistent with state and federal requirements regarding privacy and confidentiality. Maintain familiarity with and follow all standards and requirements related to confidentiality of client records.
- Oversees records releases, serving as the organization's Security Officer.
- Establishes and monitors a measurable system for assigning and monitoring responses to records requests, including subpoenas.
- Coordinate with the Director of Clinical/Forensic Services regarding requests and ensure appropriate authorization prior to the release of any portion of a client record.
- Serves as a liaison with Dee Norton's attorneys and consults with them, as needed, regarding records requests.
- Receive subpoenas and coordinate responses with clinical staff, seeking consultation

Operations

- Oversee proper upkeep and maintenance of facility. Develop and implement facility and space planning.
- Oversee the strategic development and implementation of the Information Technology aspects of Dee Norton. Manage contract with outsourced IT support(s).
- Implements general policies established by the Board of Directors; directs their administration and execution.
- Plans, develops and approves specific operational policies, programs, procedures and methods

in concert with general policies.

- Update and maintains documentation of policies and procedures.
- Serves as business emergency continuity coordinator. Implements, updates, trains and directs the organization's emergency business continuity plan.

Legal and Human Resources

- Oversees the implementation of Human Resources programs. Monitors administration to established standards and procedures. Identifies opportunities for improvement and resolves any discrepancies.
- Schedules and manages orientation for new staff and volunteers.
- Manages employee relations. Partners with management to communicate Human Resources policies, procedures, programs and laws. Informs Executive Director and assists in investigations when employee complaints or concerns are brought forth.
- Supervises Human Resources consultants, attorneys, and training specialists, and coordinates use of insurance brokers, insurance carriers, pension administrators, and other outside sources.
- Leads the implementation of safety, health and human resource training programs.
- Create and/or review all contracts. Ensure adherence to board bylaws and local, state and federal laws and regulations.

Supervisory Responsibilities

- Develop, motivate, mentor, and evaluate Quality Assurance and Records Manager, and Operations Assistant.
- Hire, develop, motivate, mentor, evaluate, and retain staff. Build a department with high morale and an excellent reputation within the organization as an internal customer service department.
- Provide transparency into departmental performance through metric-based performance analysis.
- Contribute to strong morale and work ethic among all staff through modeling strong leadership and commitment to Dee Norton's mission and values.

Other Responsibilities

- Provide presentations and trainings to assist in educating the community on the issue of child abuse, prevention, reporting and related issues.
- Represent Dee Norton at the local, state, regional and national levels by attending and/or providing presentations and trainings, as needed.
- Embody and lead Dee Norton's Vision, Mission, and Core Values.
- Act as a member of the Leadership Team of Dee Norton.
- Attend appropriate training workshops and conferences.
- Ensure the Executive Director is knowledgeable about any issues that impact the safety, functioning and management of Dee Norton.
- Attend departmental and organizational meetings.
- Meet any other needs as identified by the ED and/or Leadership Team.
- Abide by federal and state confidentiality and privacy requirements, as well as all Dee Norton Policies and Procedures.
- Abide by and meeting all grant requirements and objectives.
- Participate in a minimum of four public awareness programs and/or fund raising events annually on behalf of Dee Norton.

Requirements:

Background Experiences

- At least 5 years of professional experience. Experience in health care and/or with child maltreatment populations preferred.
- Bachelor's Degree required. Master's degree in relevant field and/or MBA preferred.
- Minimum of 2 years experience supervising others in a professional role.
- Hands-on experience utilizing electronic medical records and strong knowledge of HIPAA preferred.

- Other combinations of experience and education that meet the minimum requirements may be substituted.

Knowledge, Skills and Abilities (KSAs)

- Demonstrated, strong problem solving and decision quality, action orientation, client focus, and ability to drive results.
- Proven ability to develop and implement operations policies and procedures.
- Strong organizational skills with a demonstrated ability to manage projects and events from conception through to completion. Ability to manage multiple responsibilities with changing priorities and meet deadlines.
- Demonstrated ability to excel in: interpersonal and intercultural communication skills, written skills, oral communication and public speaking.
- Strong analytical skills, including business analysis (e.g. modeling, metrics development, cash flow analysis, etc.).
- Ability to professionally handle highly confidential information.
- Demonstrated superior supervisory skills.
- Strong organizational skills with a demonstrated ability to manage projects and events from conception through completion.
- Ability to work well in multicultural teams and with diverse constituencies.
- Computer literacy and proficiency with knowledge of Excel, Word, Access, Outlook and PowerPoint necessary.

Competency Profile/Core Values Alignment

- Ability to work as a team member with a strong commitment to collaborative work with both internal and external partners.
- Passionate about the Dee Norton mission and able to promote and communicate the philosophy, mission, and values of Dee Norton to external and internal stakeholders.
- Demonstrated ability to establish and promote positive relationships, and actively contribute to creating a highly cooperative work environment.
- Possess strong leadership and coaching skills
- Desire to continually improve and increase individual and organizational capacity.
- Ability to provide a clear and consistent vision, including aligned goals and objectives to the staff.
- Support, mentor and empower professional growth and development in co-workers, partners and staff through open and direct communication.

Physical Requirements:

In this position an employee is frequently required to stand, walk, sit and reach with hands and arms. The employee must occasionally lift and/or move up to 25 lbs. Must be able to work on a computer and/or telephone for extended periods of time.

Employee Conduct:

It is the responsibility of every employee at Dee Norton to contribute to a positive work environment through: teamwork, positive, honest and effective communication, and professional interactions with co-workers, volunteers, clients and community partners.