**Jewish Family Service of Tidewater (JFS) is seeking a Director of Operations**

The Director of Operations (DOO) is responsible for overall operations and functions of the organization according to approved policies, procedures and standards. Ensures the enhancement of business development, and continuous improvement of JFS’s efficiency, continued growth and positive impact in Tidewater Community. The position reports directly to the CEO and is part of JFS’s Executive Leadership Team.

As a member of the Executive Leadership Team (ELT), you will participate in and contribute to organizational strategic planning, the development of internal policies and processes, and the learning and implementation of best practices in social services. You will help guide strategic change and growth, and use your strong communication skills to help facilitate the change process.

Other required attributes include the ability to build consensus, the ability to motivate staff, and willingness and ability to share information. The successful candidate will be a person who is transparent, innovative, accessible, and accountable to the organization.

**GENERAL DUTIES**

In collaboration with the CEO, the DOO is responsible for overseeing JFS’ operations and functions according to approved policies, procedures and standards. Ensures the enhancement of business development, and continuous improvement of JFS efficiency and fiscal success.

* Coaches, directs and encourages staff through use of formal and informal means. Provides leadership planning for staff education programs, administrative/staff meetings, in-services, and encourages continuous education and staff development for all team members.
* Uses knowledge, experience, and other resources as necessary to make logical decisions, solve problems, analyze work processes and make suggestions for improvement.
* Works in collaboration with other members of the ELT to develop and refine policies and procedures that optimize efficiencies and reduces duplicative efforts
* In collaboration with Department Directors, responsible for the development of performance measures on key metrics within established budget.
* Ensures implementation of a performance improvement program to drive quality care, positive client outcomes, and address negative trends.
* Working with Department Directors, ensures issues and deficiencies identified during internal or external surveys or audits are addressed and corrected.
* Provide data and analysis to prepare reports and presentations across departments, as needed
* Continual Process Improvement assessment and implementation.
* Assumes responsibilities of CEO in her absence

**INFORMATION TECHNOLOGIES**

* Act as internal IT administrator; main point of contact for external JFS Information Systems vendor
* Oversee internal data base migrations
* Implement IT equipment rotation schedule for staff
* Manage software licenses, subscriptions, and apps
* Troubleshooting both the organization’s cloud and on-premises operations, including assisting staff with periodic needs
* Oversee the development of effective information analysis to support strategic decision making, document positive outcomes, and improve program delivery
* Disaster Response Plan development and implementation

**COMPLIANCE OFFICER**

* Acts as JFS Compliance Officer, assuring adherence to company policies and procedures related to HIPAA/Privacy Program, and other contractual responsibilities for Compliance.
* Ensures JFS operations are processed in accordance with work flow standards; evaluation and reassessment of standards as needed to remain optimally efficient
* Ensures JFS's compliance with all regulations, laws, policies and procedures; educates all staff members about state, federal, and accreditation requirements (as applicable). Maintains compliance with all local, state and federal laws regarding licensure and certification of JFS personnel and accreditation standards.

**THE IDEAL CANDIDATE:**

**Leadership Skills and Competencies:**

* A highly personable, approachable and collaborative individual, who is able to promote and maintain momentum and enthusiasm to drive quality, performance improvement, client safety and service excellence.
* An inclusive leader with outstanding interpersonal skills, who empowers, motivates and challenges staff, while also holding them accountable; a team player who has an open and non-competitive leadership style that promotes partnerships and builds trust and strong relationships.
* Excellent written and verbal communication skills, including the ability to listen effectively and be open to the ideas of others; can present data and translate complex issues into comprehensible ideas in a concise and easily understood manner.
* An individual with unquestioned integrity, who can build trusting relationships across the organization.
* An inspiring leader who can mentor and help grow aspiring leaders and provide appropriate actionable feedback, when necessary.
* Open and accessible personal style; calm and thoughtful demeanor that encourages input and ideas from others.
* A consensus builder with superb facilitation skills, a team player who is collaborative and collegial, and a person of the highest level of integrity.
* A system thinker, who is able to “connect the dots” quickly and implement initiatives across programs. Proven creative problem-solving skills with the willingness to take the initiative in leading and managing change.
* Integrity, positive attitude, mission-driven, and self-directed with demonstrated passion for JFS mission and commitment to working collaboratively with a management team of senior professionals
* Professional demeanor, excellent organizational, interpersonal and communication skills and attention to detail
* Excellent interpersonal skills, with a high level of confidentiality, discretion and professionalism
* Ability to work independently and as a member of a team
* Ingenuity and drive to learn and find answers; rejects rigidity for creativity and innovation
* Excellent time-management and organizational skills, including ability to plan, organize and prioritize workload
* Uses knowledge, experience, and other resources as necessary to make logical decisions, solve problems, analyze work processes and make suggestions for improvement.

**Experience and Education**

* Bachelor’s Degree or related work experience
* Five (5) years’ experience in managing large scale systems
* Experience with a nonprofit organization preferred
* High level of proficiency in Microsoft products and systems, QuickBooks
* Expertise with technology systems, hardware maintenance, and databases to help troubleshoot on-site challenges.

**Compensation**  
The salary for the Director of Operations position will depend upon the experience and qualifications of the successful candidate, ***and with the understanding of the reality of working in a non-profit social services environment.***

**Timeline**

It is anticipated that an offer for employment will be made in June 2021, and with a beginning date in mid-July or beginning of August.

The interview process will consist of no fewer than three formal/informal interviews. This is a key position at the organization, and we are committed to finding the ideal candidate.

If interested, please supply a cover letter including salary requirements and a copy of your CV/Resume to Mr. Fletcher Neville: [fneville@jfshamptonroads.org](mailto:fneville@jfshamptonroads.org)

Position will be open till filled.