



HUMANIDAD
Therapy & Education Services
HUMANIDADTHERAPY.ORG

Director of Operations Job Description

Mission Statement:

Humanidad's mission is to strengthen the lives of the Latinx community by increasing access and utilization of community mental health resources. We transcend barriers and reduce stigma by providing culturally proficient therapist training, inclusive community education, and bilingual therapy services.

Core Values

Compassion – We serve our community with commitment and dedication.

Culture – We respect and honor all cultures.

Integrity – We take great pride in providing high quality services.

Heart-Driven – We do the work because we love the work.

Description of the position

Humanidad Therapy & Education Services is looking for a Director of Operations to help us continue growing, we're seeking an experienced director of operations to join our team. The ideal candidate will have senior management experience in a clinical setting. The role requires outstanding organizational, communication, and leadership skills and an ability to develop innovative solutions that push boundaries. The director of operations will work closely with executives to strategize and develop long-term plans that usher in new levels of productivity and success for the company.

The ideal candidate routinely exercises good judgment, has great interpersonal and leadership skills, is an excellent communicator and possesses exceptional problem-solving skills, this individual must maintain positivity. The Director of Operations is responsible for all aspects of the day-to-day operations and services.

Operations Director ensures the everyday activities of the organization run smoothly.

Hours: Salary Exempt some weekends and evenings
Reports to: Executive Director
Compensation: From \$83K to \$104K per year DOE
Location: Main office, remotely, clinics, work field, fairs, etc
Language Skills: Desirable Bilingual English/Spanish
Exempt: Yes
Date: 07/2024

Objectives of this role

- Collaborate with managers and clinical director in the development of performance goals and long-term operational plans



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- Maximize efficiency of day-by-day operations and services through extensive process analysis and collaboration
- Set strategic goals for operational efficiency and increased productivity
- Work with managers and clinical director in the development of financial and budgetary plans
- Analyze current operational processes and performance, recommending solutions for improvement where necessary

Essential Duties and Responsibilities:

- Develop, implement, and monitor day-to-day operational systems and processes to provide visibility into the goals, progress, and obstacles of key initiatives
- Develop and maintain relationships with community partners, and funders to develop programs and clinical services for the most needed in the community
- Make decisions regarding operational activity and strategic goals
- Plan, monitor, and analyze key metrics for day-to-day operations to ensure efficient and timely completion of tasks
- Devise strategies for ensuring the growth of programs and clinical services and implement process improvements to maximize the impact of the organization supporting the community with efficiency.
- Adhere to the company's policies and standards and ensure clinical compliance and that laws and regulations are being followed.
- Work closely with Human Resources to lead the team with integrity and to establish and maintain a trusting, inclusive environment
- Other duties and responsibilities as assigned.

Required skills and qualifications:

- At least 5 years of experience in management/leadership role in a mental health organization or similar
- Masterful organizational, communication, and leadership skills, backed by previous professional success
- Superior knowledge of multiple operational functions and principles, including finance, customer service, production, and employee management
- Proven ability to plan and manage operational processes for maximum efficiency and productivity
- Ability to streamline or implement structures and roles that boost speed and efficiency while supporting rapidly shifting business demands
- Strong working knowledge of mental health services, regulations and legal guidelines.
- Experience managing grants efficiently.
- Experience with supervision and cross functional teams.
- Experience with grant development and management

Preferred skills and qualifications:

- Master's degree (or equivalent) in business administration, organization development or related field.
- Experience in developing budgets and business plans
- Negotiation skills for both internal and external purposes



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- Strong working knowledge of data analysis and evaluation.

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Physical Demands:

The employee is frequently required to walk; use hands to finger, handle, or feel; and reach forward with hands and arms. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must frequently lift and/or move up to 25 pounds.

Humanidad will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Work environment

Humanidad Therapy & Education Services is an Equal Opportunity Employer.

The employee is expected to adhere to all company policies while employed.