

## Director of Operations

### California Institute for Behavioral Health Solutions

#### Position Overview

The California Institute for Behavioral Health Solutions (CIBHS) is seeking an experienced Director of Operations to oversee business operations in pursuit of the organization's growth and effective delivery of its mission to support behavioral health stakeholders in improving the quality of care to the people they serve. The Director of Operations must excel in the management of operations, including collaborating with finance and providing over-arching leadership regarding human resources (HR) and information technology (IT).

The Director of Operations should have experience in developing an organization's infrastructure, workflow strategies, internal communications, and critical business processes. The successful candidate will be an innovative, self-motivated leader with a high degree of maturity, personal integrity, emotional intelligence, and strong interpersonal skills. One of the first tasks the new Director of Operations will be responsible for is to conduct a thorough review of CIBHS' operational infrastructure, and subsequently construct and implement a comprehensive improvement plan. The Director of Operations will help guide sustainable growth while supporting the organization's values.

As a member of the Executive Team reporting to the President/CEO, this position will hold a crucial role in our team-oriented leadership model. The Director of Operations will work closely with the Director of Finance and various program directors, and will supervise the HR Manager, contracts specialist and project support staff.

*CIBHS strongly encourages people from underrepresented groups to apply.* CIBHS also strongly encourages people with experience and skill in creating and implementing internal and external equity-facilitating strategies to apply.

#### Essential Duties and Responsibilities

##### Administration & Operations

The Director of Operations responsibilities will be to refine and oversee operational and administrative functions, systems, and processes to allow CIBHS staff to work with optimum efficiency.

- Implement systems, processes, policies, and procedures to improve efficiencies and strengthen the organization's business infrastructure. This will include working with the Director of Finance and HR Manager to update and upgrade all finance and HR processes to policies and procedures that are clear, easily accessible and create increased accountability throughout the company.

- Help CIBHS maintain credibility, accountability, transparency, and a productive relationship with current and prospective funders.
- Identify operational gaps and implement strategies to make the organization more effective, including implementation of project management improvement strategies.
- Analyze the current technology infrastructure and guide (with necessary expertise) the development of a comprehensive IT plan that provides staff and network partners the tools to effectively collaborate to maximize outcomes.
- Assume responsibility for the day-to-day performance of the functions and activities that are supervised by managers and support staff who report to the Director of Operations.
- Support CIBHS' long-term commitment to advance equity in all aspects of the organization and our work, and help create an organizational culture that is inclusive, respectful, and equitable.

### **Financial Management & Legal Compliance**

The Director of Operations, supported by the President/CEO and the Director of Finance, will lead and provide strategic financial planning and monitoring to maximize program effectiveness and organizational sustainability.

- In collaboration with the Director of Finance, guide financial analyses as necessary to understand long term trends and business risks.
- Help ensure the annual budgeting process is efficient and meets the needs of the Board and organization.
- Work with the President/CEO to develop a risk management approach appropriate for the organization's scale, mission and exposure that enables effective oversight by the Board.
- Support and monitor overall contract and budget compliance for all CIBHS functions and activities.
- In collaboration with the Director of Finance, help monitor and adjust pricing strategies and CIBHS labor rates.
- Coordinate the annual operations plan, and set and monitor operational performance metrics.

### **Staffing & Performance Management**

The Director of Operations will work with the Executive Team and staff to support human capital development and professional development processes within CIBHS, including developing a concrete professional development and annual review process. The Director of Operations will ensure open lines of communication with staff, and the regular update and review of the employee handbook and HR functions. Additionally, the Director of Operations will lead the integration of Diversity, Equity, and Inclusion (DEI) practices and values across the organization. Other duties in this area will include:

- Work with HR Manager to upgrade and manage recruitment, onboarding and

offboarding processes to ensure best practices are followed.

- Work with HR Manager to improve annual performance review process, ensuring position descriptions and annual workplans are updated and maintain an employee-centric culture with open communication.
- Support a plan of targeted, professional development for CIBHS employees, including assisting with identifying business development targets and goals for program directors.
- Work with HR Manager to oversee annual assessments of employee benefits and compensation and adjust when appropriate.

### **Skills, Abilities & Qualifications**

- A minimum of five years of management experience in the nonprofit sector. Proven experience as a Director of Operations or similar is a plus.
- Track record of leadership.
- Understanding and experience in best practices of nonprofit management in all facets of business, HR, Finance, Communications, etc.
- Working knowledge of IT/business infrastructure.
- Competency and experience in strategic planning and business development.
- Demonstrated support for DEI practices and values at all levels.
- Excellent interpersonal, presentation and writing skills.
- Aptitude in decision-making and problem-solving.
- Collaborative team-oriented approach to problem solving.
  - Within six months, the successful candidate can help the organization design a plan to refine a racial equity process that cuts across all operational and programmatic aspects of CIBHS work.
  - Skilled in facilitating equity-based conversations.
  - Skilled in designing operational procedures that promote inclusive work environments.
- Intrinsically motivated and personally accountable.
- Experience with eLearning preferred.
- Experience with marketing and promotion preferred.

### **Salary**

Competitive. Dependent upon skills and experience.