

## POSITION DESCRIPTION

Date Established: October 2008  
Last Revised: December 16, 2008

**Position Title:** Director of Operations  
**Supervisor:** Board of Directors (initially, and then to the CEO when named)  
**Position Status:** Full-Time Position  
**Job Classification:** Exempt  
In compliance with the Fair Labor Standards Act, this position is classified as an exempt position and the employee is not eligible for overtime. Some evening and weekend hours may be required.

### PROGRAM SUMMARY

The Midlands Housing Alliance was created in 2008 to facilitate the construction and operation of a new transition center in Columbia, SC.

Service and housing components will be geared to reducing barriers to treatment through:

- assertive outreach;
- engagement; and
- harm reduction strategies that meet people “where they are” and address basic needs as they articulate them.

Recognizing that people will enter the program/shelter at different stages of “readiness,” a full array of on-site services will be available so that people can receive treatment when they express a desire to start or re-start recovery.

### POSITION OVERVIEW

The Director of Operations engages, directs, and advocates for the enrichment of life for the homeless persons served by the Center through assuring program services, facilities, staff and other resources are aligned to effectively meet clients’ needs. The Director of Operations oversees the operations of the Midlands Housing Alliance’s Comprehensive Homeless Transition Center including coordination of facility development, program planning, oversight of residential facilities, grant & contract management, strategic planning and development.

### ESSENTIAL DUTIES & RESPONSIBILITIES

#### Program Development:

- Researches and develops plans for key components of proposed facility: low-demand shelter, drop-in center, respite care, short & long-term housing and services/treatment programs.
- Convenes and meets with local providers for input on services and operations.
- Drafts, implements and evaluates operating budget for facilities and programs.
- Develops organizational personnel structure, drafts positions descriptions, and implements a recruiting process for additional staff; trains, supervises and evaluates staff.
- Plans, oversees and evaluates all operations and activities related to residential, program services, feeding, recreation, medical care, etc.
- Defines and drafts operating procedures and policies for use by board and staff in directing and managing the Center.
- Works with Board, service providers and staff to respond to operational issues with neighborhood representatives and other interested parties.
- Provides management and oversight for federal, state, local government and private grants.
- Analyzes data related to homeless population and uses information to develop grant requests, programs and community awareness.

## ESSENTIAL DUTIES & RESPONSIBILITIES (Continued)

### Facility Development:

- Supports planning for development of facility including on-site work with contractors, inspectors and engineers.
- Serves as point of contact for architects and engineers to ensure facility design meets operational and service needs.

## REQUIRED & PREFERRED QUALIFICATIONS

### Required

- Four-year degree in business administration, health and human services, social work or other related field.
- Five years experience managing and directing comparable (24/7) homeless residential center or rehabilitation center for mental health, drug or alcohol abuse.
- Grant writing, management and compliancy experience with private foundation and federal grants.
- Experience with Microsoft Office Suite of software.

### Preferred

- MSW or comparable degree.
- Experience in supervising institutional staff, with a minimum of 15 in operations.
- Previous experience with start-up of a facility.

## CONTACT INFORMATION

Send resume and cover letter to:

John W. Folsom  
Selection Committee Chair  
1301 Gervais Street, Suite 600  
Columbia, SC 29201  
[SelectionCommittee@collierskeen.com](mailto:SelectionCommittee@collierskeen.com)