



## Position: Operations Director

**Purpose:** This is the Chief Operating Officer of Jackson Street and is ideal for a policy and technology nerd who is passionate about ending youth homelessness in our region and as part of a national movement.

The Operations Director will run day-to-day operations—making sure all programs and functions have what they need to be successful—teaming closely with the Executive Director to align with the overall organizational vision. They will set the tone for the roughly 40 staff in our organization by leading in a way that supports our values of integrity, diversity, advocacy, empowerment, excellence, kindness, and personal growth. A primary responsibility will be to drive grant and contract development and reporting. Secondary responsibilities will be to drive projects ranging from selection and implementation of data software to emergency preparedness to improving medical billing to infrastructure to developing policies to support Youth Voice and Diversity, Equity, and Inclusion. This is a new full-time role at Jackson Street, at an exciting time of new opportunities and growth for the organization.

### Responsibilities

#### Daily Operations Management and Supervision

- You get to help define this. As our organization grows, this position will expand, as well, becoming the supervisor of our facilities manager, IT contractor, and more infrastructure positions in the future.
- We have been and are continuing to increase wages and benefits with an all-ships-rise approach in order to support employees and attract and retain a skilled and dedicated workforce. You will be contributing to this important goal.
- Meetings are one way we get our work accomplished as a team with co-workers. You will also participate and represent us at local, state, and federal peer/partner work groups.
- As a medium size organization, we all wear many hats. This new position will be offloading each person in the team of at least one hat but also honoring their past experience and ongoing contributions to this collective work.

#### Policy Development

- Continue our recent work with COVID-related policies and protocols.
- Develop and maintain crisis preparedness and emergency planning.
- Support the Board of Directors by ensuring that Jackson Street remains in compliance with State and Federal regulatory requirements for a private non-profit 501(c)(3) organization
- Lead team development of adding and updating Organizational Policies meeting legal, funding, and partner requirements

### **Project Management**

- Manage new software/tool selection and implementation.
  - Help us move from paper files, excel, and Access database to Case Management software for files and to report outcomes for youth.
  - Help us explore impact and financial dashboards, team communication and project management tools like Slack, Trello, or BaseCamp, and electronic organizers for youth for documents and resources.
- Support improvement of existing software and tools
  - Support our HR & Training Manager further implement our HR tool, Zenefits, including improving shift scheduling and evaluating payroll modules.
  - Support our Development Director review and improve our donor management software, online donation system, and related tools as we look for integration to fulfill an even greater donor experience.
  - Support the Finance Director to choose and migrate to different accounting and/or financial grant expense tracking and reporting software/tools.
  - Support our Mental Health Therapist meet medical billing requirements.
  - Support our Data Specialist streamline and improve reporting.
  - Support our Executive Director with DEI initiatives.
  - Support our Program Director with Youth Voice initiatives.

### **Grant and Contract Development**

- Be aware of, evaluate, and recommend federal and state funding avenues that support our mission to end youth homelessness including Family Youth Services Bureau, Housing and Urban Development, Oregon Department of Human Services, Oregon Youth Authority, and Oregon Department of Education and more.
- With a teamwork and process approach, apply for government grant and contract opportunities by developing logic models with goals and outcomes. Write compelling budget, organizational, and program narratives.
- Ensure grants are in compliance and reporting is relevant, accurate, efficient, and timely. Make funders happy, staff relieved, and data actionable.

### **An ideal candidate has the following skills and qualifications:**

- Advanced education that support this role is desired such as MBA, Non-Profit Management, or Policy Administration
- At least three years of grant development and compliance experience, ideally with RHY grants
- Project management and supervision experience
- Ability to apply business requirements to software/tool purchasing decisions
- Skill writing policy and other documents that are well-organized and easy to follow
- Ability to work independently but able to thrive in our highly collaborative work environment
- Ability to employ flexibility and creativity in the face of ambiguity and challenge
- Ability to take ownership and drive activities to completion

- Good customer service ethic and professionalism working with co-workers and partners.
- A passion to improve outcomes for youth and families
- A background and commitment to DEI
- A background and commitment to ecologically sustainable practices
- Black, Indigenous, and People of Color – as well as those having lived experience with youth homelessness – are strongly encouraged to apply

### **Pay & Benefits**

- This is a full-time position and reports directly to the Executive Director.
- The salary range starts at \$60,000 with the intention to grow with the organization.
- Employee Benefits include: paid time off and holidays, medical insurance with substantial employer subsidy, voluntary vision and dental plans, enrollment in Oregon Saves retirement plan, Employee Assistance Program (EAP), and discounted Verizon Wireless personal phone service.
- We offer flexible work schedules, a hybrid office and work from home environment, COVID-19 safety protocols, and professional development opportunities.
- We strive for healthy and supportive work culture and have been listed as a 100 Best Nonprofits to Work for in Oregon for the last two years.
- The Mid-Willamette Valley is a great place to live. Google Corvallis Oregon and Albany Oregon to see for yourself.

### **How to Apply**

Go to <https://www.jacksonstreet.org/get-involved/employment/> and follow the link to the Employment Application Google Form.

We are committed to equity, diversity, and inclusion. We are an equal opportunity employer and do not discriminate on the basis of race, color, sex, sexual orientation, age, religion, creed, marital status, national origin, political affiliation, disability, veteran status, or any other such classifications.