

JEWISH SOCIAL SERVICE AGENCY

POSITION DESCRIPTION

TITLE: SENIOR DIRECTOR, OPERATIONS AND BUSINESS DEVELOPMENT
STATUS: EXEMPT

JOB SUMMARY AND SCOPE OF RESPONSIBILITY:

This senior management and strategic planning position is responsible for three primary areas: (a) ensuring service excellence of the Aging Department; (b) expansion of JSSA's services and relationships into the DC market; and (c) maintaining current operations and developing future plans for JSSA's Montrose Road facility. The Senior Director interfaces with key stakeholders of JSSA, including members of the Board, local and regional community leaders, and government officials neighboring jurisdictions. The position reports to the Chief Operating Officer, but works with a minimum of supervision in formulating and driving a growth-oriented service line for JSSA.

DUTIES AND RESPONSIBILITIES:

Operations and Management

- Oversees the day to day operations of selected Agency facilities including: reception, administrative coverage, security, interface with facility and IT on site specific needs
- Oversees the operations of selected existing Departments, programs and services as assigned ,including:
 - Establishes operational priorities, standards of practice, policies, procedures and protocols and actively participates in Agency Quality Improvement Process.
 - Establishes Department goals and objectives and is responsible for achieving these goals
 - Establishes productivity goals and manages to meet or exceed these goals
 - Interfaces and collaborates with Premier Homecare
- Manages the day to day work of assigned Departments, programs and services across geographic locations:
 - Supervises overall functioning of the Department including grant/contract reporting, billing, service delivery, quality improvement, outreach, recruitment and development of staff.
 - Directs clinical supervisors, clinicians and clinical consultants to accomplish Department goals.
 - Ensures Department meets or exceeds budget expectations
 - Develops strategic plan for the Department in collaboration with committee members and staff.
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 - Facilitates use of consultants and coordinates consultant and volunteer services, as appropriate.
 - Promotes maximum use of internal Agency services and community resources
 - Provides current and accurate statistics and ensures timely submission of required forms/reports
- Carries out managerial responsibilities in accordance with the Agency's policies and applicable laws
 - Interviews, hires, and trains employees
 - Plans, assigns and directs work
 - Appraises performance, rewards and disciplines employees
 - Addresses employee complaints and resolves problems
 - Consults with CEO, COO and HR on personnel matters and implementation of staff development programs
- Supervises program outcome evaluation efforts and ensures accountability to all funding sources
- Participates in budget planning, makes recommendations, and establishes controls necessary to ensure compliance with contract and performance requirements of funding sources
- Participates actively with CEO, COO and administrative staff in strategic planning as well as business/program planning and development

Service/Business Development and Operations Expansion

- Coordinates Agency expansion efforts, as appropriate, in close collaboration with COO including conducting feasibility studies, networking with potential partners, strategic and business planning, implementation planning
- Identifies and develops opportunities for new program offerings and expansion/growth of existing programs and services consistent with Department's strategic plan. Initiates and implement new programs with the approval of CEO and/or COO.
- Collaborates with Agency development/grants department in identifying and tapping into new local, county, state, federal and foundation funding opportunities.

Marketing and Outreach

- Ensures that programs and services are fully enrolled and that referrals are generated from key agencies, organizations, partners, and community
- Engages in liaison between the Department and Agency administration and other departments:
 - Participates in Management team meetings and committee meetings as required.
 - Shares with staff information from these meetings, as well as administrative information.
 - Coordinates the services of the Department with other departments and business lines.
- Engages in liaison between the Department and the community and maintains relationships with representatives of funding bodies, civic organizations, trade associations, advocacy and consumer groups, and Jewish communal organizations
 - Encourages and coordinate community outreach in relation to the Department's programs.
 - Represents the Department or Agency at community meetings, speaks to groups about the Department's services, etc.
 - Promotes closer relationships with community agencies, employers, businesses and service providers and senior living residences.
 - Participates in significant and continuing community work, which enhances JSSA's image and impact, such as professional associations and membership on boards and coordinating councils.
- Collaborates with the Marketing Department in developing marketing plans and materials and ensures their implementation and effectiveness

MINIMUM EDUCATION AND WORK EXPERIENCE REQUIREMENTS:

- A Master's Degree in a related field of study, Business, Public Health, Public Administration or Mental Health Administration.
- A minimum of ten years post-Master's full-time, relevant health care operations experience with proven management, administration and supervisory skills, multi-site management preferred
- Demonstrated history of continuing professional and management growth at progressively more responsible levels.
- Knowledge of the senior services and aging field and expertise in serving the elderly
- Demonstrated leadership capacity and business acumen, recognized professional stature, communication skills, ability to prioritize activities and delegate assignments, decision making ability, and ability to work well under pressure