

HADASSAH'S HOPE

Operations and Program Manager

This is a full-time position that will support the Executive Director of Hadassah's Hope in various operational tasks. To oversee and strategically manage employees and assist with operations of HH. This role's responsibilities include leading employees, negotiations, budgeting, and putting efficient workflows in place to maximize our ministry productivity and performance. An operations manager must develop long-term operational strategies, working closely with the CEO to meet mission objectives. Some occasional weekend work is expected.

Desired Work Characteristics:

- Love Jesus
- Proven track record of achieving results and exceeding expectations
- Demonstrates remarkable accomplishments beyond the expected
- Exercises sound decision-making with quick and decisive actions
- Creative problem-solving skills and flexibility
- Excellent record-keeping and organizational abilities
- Strong communication skills to influence and motivate others
- Adaptable to growing and changing ministry needs
- Team leader with a positive attitude who cultivates team unity
- Ability to organize, discern, and creatively problem-solve
- Calm and confident response to crises or escalated behavior
- Excellent communication skills (both verbal and written)
- Ability to set boundaries in personal and professional life
- Flexibility to adapt to growing and changing program needs

Requirements/Qualifications:

- Proficiency in written and verbal communication
- Effective time management and prioritization skills
- Detail-oriented with the ability to manage multiple projects
- Conflict resolution skills

- Experience with or willingness to be trained in technology, including APLOS - Donor Management System
- Proficient in Microsoft and google docs
- Knowledge of Aplos, bookkeeping, nonprofit work, etc.
- Background in Nonprofit Management or a related field
- Proven experience in nonprofit operations management
- Strong financial acumen and budget management skills
- Excellent leadership and team management abilities
- Knowledge of legal and regulatory requirements for nonprofit organizations

Skill Set:

- Management of staff
- Creative and flexible problem-solving
- Organized and task-oriented with the ability to multitask
- Awareness of nonprofit best practice standards
- Trauma-informed

Roles and Responsibilities:

- Supervise and mentor operations staff, collaborating for cross-functional teamwork
- Collaborate with the team, leading weekly client meetings and supporting staff progress
- Maintaining metrics
- Provide strategic leadership in planning, developing, and implementing operational policies and procedures
- Ensure efficient day-to-day operations of the organization, including administrative functions
- Oversee budget development and financial reporting
- Monitor financial performance, identify areas for improvement, and implement corrective actions
- Execute Case Management oversight with a gospel-centered, trauma-informed, strengths-based, client-centered care approach
- Leading and facilitating programs offered by the organization Collaborating with CEO, Outreach Director, and other admin staff for coordination of assignment
- Cultivate a forward-thinking culture and participating in creating a positive team environment

- Coordinate the annual employee renewal and performance review process with the CEO
- Contribute to the development and execution of the organization's strategic plan
- Identify opportunities for operational improvements and cost efficiencies
- Oversight of volunteers
- Corresponding with donors and managing communications on donor platforms
- Processing volunteer applications and assisting with intake forms and follow-up processes
- Assisting in implementing future outreach programs
- Development and changes to case management strategies
- Ensuring compliance with rules and regulations

Other Duties but not limited to:

- Provide monthly, quarterly, and annual reports as assigned
- Facilitate classes and participate in activities regularly
- Assist with the application/interview process as needed
- Attend and participate in all meetings and assist with fundraising and promotional events
- Assist in planning and facilitating volunteer/participant fellowship events
- Soliciting Silent Auction items for large events
- Preparing for major functions such as donor dinner or Gala
- Communicating with and showing appreciation to donors and volunteers
- Executing daily tasks and assisting in planning and executing special events
- Adapt to evolving roles and responsibilities in response to changes in the ministry

Flexibility is a crucial aspect of the role, with the expectation of managing diverse tasks and maintaining productivity independently and as part of a team