



Position Description

Job Title:	Director, Operations
Department:	Operations
Reports to:	CEO
Supervises:	Manager, Facilities; Manager, Food Services; Manager, Men's Shelter; Manager, Women's Shelter
FLSA:	Exempt; Regular Full-time
Standard Shift:	First shift, Monday - Friday

Job Summary:

Provide strategic leadership and operational oversight of all Operation and Shelter Programs and Services, ensuring that the mission and critical objectives are fulfilled. Key responsibilities include planning, management, administrative responsibilities, implementing/analyzing all the strategies that will produce an employee-oriented, high-performance culture that emphasizes empowerment, quality, productivity and standards, and goal attainment. This position serves as a key member of the Senior Leadership Team. Upholds LifePath Christian Ministries' (LP's) Statement of Faith and Code of Conduct at all times.

Leadership/Management Duties:

- Collaborate with the CEO and other members of the Senior Leadership Team to set the organization's strategic plans and initiatives with particular attention to implementation and accountability
- Represent LifePath Christian Ministries through speaking engagements, conferences, and other community organizations as requested and respond to information requests as needed
- Attend and participate in LifePath Christian Ministries' board and committee meetings by working collaboratively to ensure members stay informed and have opportunities for strategic counsel in overall programs/operations
- Maintain a forward thinking, vision focused approach to the work
- In collaboration with Senior Leadership, support LifePath Christian Ministries in building the best-in-class people practices that support our culture, values, and diversity/equity/inclusion objectives
- In collaboration with Senior Leadership, cultivate an organizational culture that reflects LifePath Christian Ministries' mission and supports a learning culture that embodies knowledge sharing, feedback, and continuous growth
- Manage a diverse and growing team; and ensure that staff goals and responsibilities are clearly articulated and met

- Ensure that employee appreciation acknowledgements are prioritized, and staff members are rewarded for their commitment and positive performance

Operational Duties:

- Leads operations which includes programs, food services, facilities, and information technology to ensure effective services are administered and provided to the target population and surrounding community
- Responsible for the development of the strategic plan for operations and coordinating corresponding budgets
- Contribute to the development of transformational strategies and guide staff in the implementation and execution of new processes and improvement tools
- Develops policies and analyzes the effectiveness of all LifePath Christian Ministries guest services and recovery programs.
- Develop budget for departmental areas; manage and administrate budget accordingly; authorize all purchase orders and ensure budget compliance within programs
- Ensure timely program statistics are tracked, reported, and accurate
- Ensures all facilities are maintained and safe for those providing and receiving services
- Manages the shelter’s annual capital project portfolio and works with the Facilities Manager and others to ensure projects are completed on time and on or under budget
- Oversee and enhance the security of IT infrastructure, including implementing and monitoring controls related to applications and systems
- Collaborate with the Advancement Department to establish volunteer needs to engage and grow volunteer engagement
- Assist the Advancement Department in understanding operations in order to create meaningful and accurate requests for funding that are consistent with the annual budget/grant opportunities.
- Any other job-related duties as assigned by supervisor

Special Skills/Education/Training Requirement:

- Bachelor’s Degree highly preferred, or demonstrated leadership skills of five plus years
- Supervisory experience in either facilities, food service, front desk, or community safety/security
- Passion for and experience leading and nurturing diverse teams in social services environment
- Experience engaging constructively with diverse stakeholders such as individuals experiencing homelessness. Must be willing to center client needs in operational decision making
- Experience leading and/or managing change
- Experience developing and executing capital budgets. Familiarity with grants preferred
- Project management experience. PMP or CAPM is a plus.
- Experience sourcing, negotiating, awarding, and managing contracts
- Must be able to work after-hours when required to oversee response to emergencies

- Knowledgeable of the impact of trauma and willing to center trauma-responsive principles in operations and operational decision-making.
- Familiar with the historical and present-day consequences of systemic racism and willing to apply a racial equity lens in operational decision-making
- Strong relationship-building and interpersonal communication skills
- Excellent judgment and creative problem-solving skills including negotiation and conflict resolution
- Highly experienced with Microsoft applications
- Bible training preferred, demonstrated spiritual maturity required
- Experience working with Mission Tracker is a plus
- Possess a valid PA driver's license

Physical Factors:

- Ability to stand and/or sit for long periods of time, reach, lift, bend, kneel, stoop, climb stairs, push, and pull items weighing 25 pounds or less; manual dexterity; auditory and visual skills; ability to follow written and oral instructions and procedures.
- Excellent reading and writing skills; typing/computer usage; proficient interpersonal relations and communicative skills; ability to follow written and oral instructions and procedures.

Working Conditions:

Inside and outside environment

Approved: August 2022



Human Resources



CEO

Receipt and Acknowledgement

I acknowledge and understand that:

Receipt of this job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

This job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

Job duties, task, work hours, and work requirements may be changed at any time.

Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules, and regulations of LifePath Christian Ministries.

This job description reflects management's assignment of essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I have read and understand this job description.

Print Name: _____

Signature: _____

Date: _____