



PROJECT HOPE ALLIANCE, COSTA MESA, CA

Ending the cycle of homelessness, one child at a time.

PHA Philosophies:

- We start with the conviction that ***all things are possible*** for children experiencing homelessness.
- We believe ***our investment in children will yield a present and future dividend***. We end homelessness today by housing families and prevent homelessness tomorrow by journeying with their children into a future that does not include homelessness.
- All of our focus is on ***ensuring that children experiencing homelessness do not become adults who experience homelessness***; our work is to be ***generational disruptors***.
- We ***serve children birth to age 24*** because we ***believe journeying with them to adulthood will disrupt generational homelessness***.
- ***We help children by supporting their parents***. At the same time, we resource the parent only if it benefits the children.
- We are ***called to*** provide children with opportunities and eliminate barriers, so they are ***free to believe*** that ***all things are possible for themselves***. We ***walk alongside families and children in partnership, giving them dignity while fostering independence, stability, and HOPE***.
- Our ***work is not finished*** until our ***community is able to meet the needs for the housing, educational, social-emotional, opportunity, health, and esteem needs of children***. Our greatest achievement would be to be no longer needed.

Position: Director/Manager of Operations¹

Reports to: CEO

Department: Operations/Administration

FSLA Classification: FT, Exempt

Supervises Others: Yes

Overview

Reporting to the Chief Executive Officer (CEO), the Director/Manager of Operations is responsible for leading and managing the overall operations of the organization as a whole. The DO/MO must be a leader who is able to help others at PHA deliver measurable, cost-effective results that make PHA's mission and vision a reality. Effectively, this role involves being the "putty" that fills the gaps and brings together staff from across the organization, starting with the Leadership Team. The DO/MO must also have the skills, sensitivity, and personal confidence to tap into the power and talent that each member of the team brings to this mission. While it is essential that the DO/MO bring efficient and effective systems to increase the productivity of PHA, it is also critical that the team retain the creative spark that drives PHA. The DO/MO will be responsible for monitoring the execution of PHA's plans at the department level, letting the CEO focus on more big-picture planning and external relationships.

¹ Job Title dependent on experience and qualifications.

A strong candidate will demonstrate strength and experience in the following key areas:

- Strong track record in strategic planning and leadership.
- Outstanding time and project management skills; ability to simultaneously manage and prioritize projects of varying size and importance.
- Excellent organizational, research, and communication skills, both oral and written.
- Ability to act as a neutral party in all HR related matters; socially aware, savvy, and confident enough to deal with sensitive matters effectively and confidentially, while keeping team cohesion at the forefront.
- High level of skill in seeing the “big picture” and understanding the many ways in which organizational operations affect and shape culture.

Key Responsibilities

Reporting to the CEO, the DO/MO will lead all internal operations and will have the following responsibilities:

1. General Operations

- **Planning and Procedure:** The DO/MO is part of the PHA Leadership Team and participates in strategic planning meetings. Working in partnership with the CEO and other members of leadership, the DO/MO will implement new processes and approaches to achieve both long and short term strategic goals. While the CEO develops broad mission-oriented goals and objectives, the DO/MO helps develop the operating strategies to attain those goals. In creating these strategies, the DO/MO will improve the operational systems, processes, and policies in support of PHA’s mission -- specifically, by supporting better accountability and clarity, information flow and management, business processes, and organizational planning.
- **Leadership:** The DO/MO will provide effective leadership, as well as stewardship, to PHA team members by being actively involved in all programs and services. He/she will implement and lead a continuous quality improvement process throughout the program and service areas, focusing on systems/process improvement. He/she will promote regular and ongoing opportunities for all team members to give feedback on organizational operations and support an open-door policy among the team. The DO/MO will also ensure that all program activities operate consistently and ethically within the mission and values of PHA.
- **Communication between departments:** The DO/MO will work with individual department heads to ensure open communication and cooperation between departments, helping each department head stay on track to meet their departmental goals.
- **Compliance and Risk Management:** The DO/MO is responsible for working with legal counsel and insurance providers to ensure that PHA’s operations are legally compliant and that the team and organization as a whole are appropriately protected.
- **Culture:** Along with the rest of the Leadership Team, the DO/MO is responsible for helping to create and maintain a thriving organizational culture built on trust, transparency, and a shared commitment to doing what is best for our team, our community, and, first and foremost, the kids we serve.

2. Human Resources, Supervision, Facilities, and Logistics: In addition to running the general operations of the team and acting as a strategic thought partner for the Leadership Team, the DO/MO will:
 - a. Human Resources
 - Lead and oversee human resources functions, including recruitment, onboarding, employee relations, employee management, and offboarding processes.
 - Ensure compliance with federal, state, and local employment laws, organizational policies, and personnel practices.
 - Develop and implement HR policies, procedures, and systems that support organizational effectiveness and employee engagement.
 - Partner with leadership to support workforce planning, succession planning, and organizational growth initiatives.
 - Oversee employee benefits administration, leave management, and workers' compensation processes.
 - Foster a positive workplace culture that promotes employee well-being, professional development, and retention.
 - b. Supervision and Team-Building
 - Provide direct supervision, coaching, and performance management for administrative operations, and support staff.
 - Establish clear performance expectations and support employee growth through regular supervision, feedback, and professional development opportunities.
 - Promote a collaborative, accountable, and solutions-oriented work environment.
 - Support managers and supervisors in implementing consistent personnel practices and addressing employee performance concerns.
 - Lead team meetings, facilitate cross-departmental communication/team-building, and strengthen organizational alignment.
 - Develop systems that support staff productivity, accountability, and operational efficiency.
 - c. Facilities and Logistics
 - Oversee day-to-day facilities operations, ensuring safe, functional, and efficient work environments across PHA sites.
 - Manage vendor relationships, service contracts, maintenance schedules, and facility-related budgets.
 - Coordinate office space planning, equipment procurement, inventory management, and operational logistics.
 - Develop and implement emergency preparedness, business continuity, and facilities management procedures.
 - Oversee organizational technology systems as applicable, with the assistance of outside vendors and consultants.
 - Coordinate, as needed, logistics for organizational events, trainings, meetings, and special initiatives.

Qualifications and Experience

- Degree in a related field is preferred but not required. Proven experience and a strong track record in similar roles may be considered in lieu of formal education.
- Minimum of 3-5 years of related experience required, preferably in a leadership role.

Physical Requirements

This is largely a sedentary position that requires the ability to speak, hear, and see, and to lift small objects up to 20 lbs. This position requires the ability to travel locally and/or regionally. The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required.

Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Salary Requirements

Salary Range: \$85,000-\$110,000 per year commensurate with experience