

**Position Title:** Operations Manager

**FLSA Classification:** Exempt

**Job Family:** Professional 1

**Reports to:** COO

### **Purpose of Position**

The Operations Manager assists the Chief Operating Officer in managing the day to day operations for the agency. This position has a specific focus on managing all regulations for grants and federal, state and local requirements related to grant contract deliverables, licensing, privacy laws, and information security. The individual filling this position is expected to serve as the internal knowledge expert and thought partner for all client and funding related grant contract requirements. The individual in this position is expected to proactively share identified opportunities and risks to further the mission of the Delores Barr Weaver Policy Center.

### **Essential Functions**

- Serve as internal expert on grant contract management.
- Assists Chief Operating Officer in managing day to day operations.
- Serve as primary contact for government contract managing entities.
- Maintain calendar of all grant contracts reporting requirements and timelines; gather documents and submit reports as needed to meet deadlines.
- Work with various department designees to ensure compliance with specific requirements for grant contracts, agency licensure, and federal, state, local regulations and policies; ensure that screenings and trainings are properly documented.
- Completes all documents, forms or reports as needed, and required by grant contracts
- Ensure that staff and interns have access to up-to-date information on resources for providing services to individuals who need accommodation in order to participate in programming.
- Collaborating with the Staff Accountant to ensure grant invoices are submitted, collecting and organizing documentation required by contract to support invoices.
- Work with VP of Programming and Program Managers to ensure a quality assurance process, to include quality check documentation is in place to meet service delivery guidelines.
- Coordinate preparation for and facilitate grant contract monitoring visits.
- Provide training to applicable programming staff on client EHR/EMR systems.
- Serve as and act as internal HIPAA compliance expert and officer, including evaluating, developing, managing and implementing processes to ensure agency compliance with applicable federal and state HIPAA regulations and guidelines, particularly regarding the agencies access to and use of client (PHI) protected health information.
- Reports on changes in applicable laws and regulations and provides training as needed.
- Makes recommendations to COO on methods, procedures and policies to ensure security or other compliance risks.

### Secondary Functions

- Attend and participate in DBWPC events
- Maintain organization and consistency of shared documentation in agency shared information platform

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions listed above.*

### Required Knowledge, Skills, and Abilities

Organizational:

- Understanding of Girl-Centered Principles – Understands girl-centered principles and is willing to grow in knowledge of these principles
- Growth-Mindset – Receptive to feedback, willing to learn, embraces continuous improvement
- Solution-Oriented – Brings possible solutions when presenting obstacles or challenges to supervisor
- Collaborative – Seeks input and buy-in from girls, teammates, and external partners as appropriate

Individual:

- Excellent organizational skills with demonstrated ability to execute projects on time
- Ability to multi-task and handle multiple projects at any given time
- Strong analytical and problem solving skills
- Meticulous Attention to detail
- Strong written and verbal communication
- Strong Microsoft Excel skills
- Thorough understanding of HIPAAs regulations, requirements and guidelines.
- Thorough understanding of related information privacy laws and regulations including those governing access, release of information and security technologies.
- Ability to explain and present complex information clearly and thoroughly.

### Required Education and Experience

- Bachelor's degree in Business, Human Resources, Education or other related field.
- 3 years' related experience

Individuals with an equivalent combination of education and experience may be considered for the position.

Preferred Experience

- Experience in a nonprofit with diverse funding sources
- Experience with federal, state and local government contract management

### Supervisory Responsibility

None

### **Work Environment/Physical Demands**

This role routinely uses standard office equipment such as computers and phones and transports supplies such as books, art materials, and food.

### **Position Type/Expected Hours of Work**

This is a full-time position. The nature of the work occasionally requires employee engagement outside of traditional office hours.

### **Travel**

This position requires occasional travel throughout the Jacksonville metro area and surrounding counties.

### **Work Authorization/Screening Requirements**

DBWPC participates in E-Verify. Upon offer and acceptance of employment, the Policy Center will provide the federal government with the hired individual's Form I-9 information to confirm that the individual is authorized to work in the U.S.

The employee who fills this position is required to complete fingerprint-based AHCA Clearinghouse background screenings for the Florida Department of Juvenile Justice (Caretaker) and the Florida Department of Children and Families (Mental Health.)

### **AAP/EEO Statement**

The Delores Barr Weaver Policy Center is committed to building a diverse staff that reflects the populations served by its programs. We strongly encourage applications from qualified individuals of color and qualified individuals who identify as lesbian, gay, bisexual, transgender, and/or gender non-conforming.

DBWPC, Inc. is an equal opportunity employer and does not discriminate in the terms, conditions, or privileges of employment on account of race, age, color, sex, religion, national origin, gender, sexual orientation, gender identity, gender expression, marital status, age, veteran status, physical or mental disability, or otherwise as may be prohibited by federal and state law. DBWPC, Inc. complies with applicable federal, state, and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

### **Other Duties**

This job description is not intended to contain a comprehensive listing of the duties and responsibilities that are required of the employee who fills this position. Duties and responsibilities may be adjusted at any time to best fit the needs of the Policy Center.

If you are interested in this position, please send your resume and cover letter to [careers@seethegirl.org](mailto:careers@seethegirl.org) with “Operations Manager” in the subject line.