



COMMUNITY PARTNERS IN ACTION

JOB TITLE: Director of Operations

LOCATION: Hartford, CT

POSTING PERIOD: November 12 – December 4, 2020

AGENCY DESCRIPTION

Community Partners in Action (CPA) serves thousands of adults and youth each year. CPA focuses on behavior change and advocates for criminal justice reform. Together, with the help of our many partners, our employment, basic needs and recovery services positively impact lives, while helping to reduce recidivism & enhance public safety.

POSITION OVERVIEW

Reporting to the Executive Director, the Director of Operations has responsibility for strategic and operational management of CPA programs and manages the Program Operations Directors and Facilities Manager. In partnership with the Executive Director and senior management team provides leadership to CPA's strategic planning process and oversees the implementation of programmatic strategic initiatives. Serves as a liaison to CPA's external partners, including funders and supports the Executive Director to keep the Board of Directors informed on programmatic strategies and challenges.

POSITION REQUIREMENTS

Bachelor's degree, Master's preferred, in criminal justice, human services or other related field. Ten years of experience in criminal justice administration. Experience supporting state agencies, judicial services preferred. At least five years demonstrated experience in program development and operations of criminal justice programming for youth and adults. Five years nonprofit management/supervisory experience leading programs and staff preferred.

Understanding and knowledge of gender specific, trauma-informed, culturally responsive and linguistically appropriate issues and needs; knowledge of behavior motivation and psychosocial interventions. Strong emotional intelligence, ability to interact with multi-cultural populations; crisis management skills; strong leadership, decision making, communication, interpersonal and organizational/prioritization skills, adaptability, flexibility and resourcefulness. Must share the belief that people can change and individuals in need deserve quality services and an opportunity to succeed. Familiarity with relevant state and federal laws. Must have and maintain a valid CT driver's license and have reliable transportation. Bilingual (English/Spanish) preferred.

RESPONSIBILITIES

1. Provide leadership and guidance to the Program Operations Directors by being actively involved in all programs and services, developing a broad and deep knowledge of agency programs and services.

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2. Provide leadership and guidance to the Facilities Manager to ensure all agency policies and procedures relevant to facility maintenance, licensing, contracts, inspections, bid processes, etc. are consistently followed.
3. Provide oversight with a level of rigor to identify and monitor for potential challenges and risks, and be proactive in response.
4. Provide supervision to Program Operations Directors and Facilities Manager to ensure goals and objectives are consistently achieved and are aligned with CPA's mission and core values.
5. Analyze operations to evaluate fidelity to program models, overall performance of programs and staff in meeting objectives and determine areas of improvement, potential cost reduction, or policy change.
6. Proactively identify opportunities for CPA to leverage cross-program and sector strengths to take advantage of best practices, new opportunities, formulate new program concepts and/or address organizational challenges.
7. Lead assigned strategic initiatives and oversee/monitor implementation at the program level.
8. Monitor program funding and budgets with Chief Financial Officer and Program Operations Directors.
9. Build external relationships and serve as an advocate; establish productive and collaborative relationships with funders, referral sources, community groups, and other organizations to help achieve agency goals.
10. Actively participate in criminal justice sector initiatives and community justice agendas.
11. As appropriate and requested by the Executive Director, represent the agency.
12. In collaboration with the HR Director, implement training programs to expand the capacity and professional development of management and line staff.
13. In collaboration with the Development Director and Program Operation Directors research grants and proposals to enhance or expand programming.
14. Maintain 24-hour on-call capability

Apply:

Email: jobs@cpa-ct.org (MS Word documents only)

Fax: (860) 967-3280

ONLY CANDIDATES SELECTED FOR INTERVIEW WILL BE CONTACTED.

An Equal Opportunity Employer Committed to Affirmative Action

Director of Operations