

Destination Rehab - Operations Director
Full time exempt (32-40 hr/wk negotiable)
\$80,000-95,000
Reports to: Executive Director
Contact: connect@destinationrehab.org, 541.241.6837



The Operations Director is a key member of the Leadership Team for Destination Rehab and is responsible for operations, administration, and business performance. This position will also include oversight of selected staff members.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Organizational Operations and Administration

- Oversee day to day aspects of patient care and program execution, ensuring high quality services and effective use of resources.
- Manage clinic and program budget oversight and forecasting.
- Assist with recruitment, on-boarding and training of all new staff members.
- Oversee clinic billing, patient onboarding and clinic scheduling process, making strategic workflow improvements to maximize clinic income and efficiency.
- Manage and track hard goods logistics, facilitating equipment and tech upgrades, researching new tech and equipment, budgeting for replacement costs and providing training as needed.
- Manage and track all permits and licensing for all business operations.
- Manage and track admin operations, facilitate smooth operating processes with an eye toward efficiency and avoiding unnecessary tasks or duplication of activities.
- Oversee rental and other contracts to support smooth and continuous business operations while maintaining flexibility for growth.
- Oversee analysis and implementation of tech solutions (software and hardware) necessary for daily operations and sustainability.
- Perform regular risk analysis and maintain adequate liability waivers and coverage.
- Develop and manage budgeting related to clinic and program operations, identifying areas of improvement and setting long term goals related to improved resource generation and utilization of resources.

Personal Attributes

- Willingness to speak up with new ideas and a desire to contribute at the highest strategic level to organizational health and growth.
- Ability to listen to the ideas and perspectives of other team members, for a well rounded perspective when problem solving and planning.

- Demonstrate autonomy and creativity with problem solving, and a willingness to pitch in where needed.
- Flexibility with a rapidly changing environment, willing to adjust as needed when new situations, challenges or ideas arise.
- Innovative, willing to think outside of traditional “best practice” to find our best solutions.
- Lead with integrity, honesty, humility and generous assumptions in everything.

Candidates who have strengths in 1-2 of the following non-essential areas in addition to the Essential functions are encouraged to apply!

OTHER POTENTIAL FUNCTIONS AND RESPONSIBILITIES:

Business Analysis and Reporting

- Create reports, analyses, and recommendations to identify revenue-enhancing opportunities (earned and fundraised income), and proactively work with the Executive Director and Fundraising Team to improve resourcing for the entire organization.
- Own, create, and publish regular reporting packages to Executive Director and Board Leadership, including monthly consolidated financial reporting, and organizational performance measures.
- Prepare analyses of actuals to forecast year over year. Explain and investigate discrepancies, perform deep dives to understand key business drivers, and recommend actions to drive mission effectiveness, develop and execute org growth plan.
- Research and prepare strategic analysis of existing and new programs and make recommendations for needed support, staffing, equipment, re-allocation of resources, training, etc.
- Build a strategy for overall data collection and retention. Build or acquire tools that help visualize and measure the data.
- Oversee the collection and preparation of data for grant reporting. Provide cost analysis and advise on future grant activities and requests.

Planning & Forecasting

- Co-Lead the annual budget and monthly reconciliation processes for the organization with the Executive Director, establishing efficient and effective processes that drive quality and accuracy, and utilizing the opportunity to provide better analytics and insights.
- Partner with Marketing and Operational leadership on workflow improvements and implements new team member assignments to ensure appropriate infrastructure is in place to support successful growth.
- Develop and maintain financial models as key inputs to recurring forecasting.

- Facilitate data gathering and reporting across all areas of the organization, creating easily digestible reports with recommended courses of action for program and organizational improvements.

Business Partnership & Leadership

- Act as a trusted business partner and create an environment to both challenge and support leaders with sound financial guidance and strategic insights.
- Lead the execution of logistical and operational support for all aspects of the business, with an emphasis on maximizing resource efficiency in designated areas.
- Work alongside the Executive Director and provide insight and data driven recommendations into business development and strategy.
- Provide leadership and expertise to the department and to the greater organization in all areas of finance/accounting and financial systems.

Strategic Marketing and Graphic Design

- Work with our marketing team to develop and facilitate multi-year strategic marketing plan.
- Perform data collection and analysis of key stakeholders and market segments, making strong recommendations regarding use of marketing resources.
- Manage Website and Graphic design projects, both print and digital.
- Maximize community visibility through efficient and effective use of multiple online and print platforms.

Qualifications- we recognize that our ideal candidate may have a unique and diverse set of qualifications to bring to the table. We do not expect that every candidate will have all the experience listed below. If you are someone who is capable, reliable, willing to learn, collaborative, forward thinking, analytical and has relevant experience to bring to our team, please apply!

Suggested experience and education:

Bachelor's or Master's degree in Business Management/Finance, Healthcare Administration, Organizational Leadership, Logistics or a related field.

5+ years relevant experience, including demonstrated leadership, excellent communication skills, decision making ability and sound business judgment. Ability to gather and utilize data and field intelligence to drive knowledge and strategic planning for organizational health and growth.

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