

OLYMPIC COMMUNITY OF HEALTH

Job Description

Position: Director of Operations

Status: Full Time (100% FTE) exempt with benefits

Open Date: March 13, 2025

Closing Date: March 31, 2025

Salary: \$85,000-\$110,000 (Depending on qualifications)

Reports To: Executive Director

Instructions: Please send a current resume and a short video (under 3 minutes) to OCH@OlympicCH.org. The video will introduce candidates to the team and explain why they are interested in working with Olympic Community of Health.

Position Summary

In this position, you will work with a collaborative team and dedicated partners to improve health and address equity across the Olympic region. We seek a Director of Operations to strategically lead human resource, administrative, and operations functions of the organization to advance the mission of Olympic Community of Health (OCH).

About Us

Olympic Community of Health is a small team of committed individuals who live, work, and play in the region. Olympic Community of Health serves as a supportive backbone organization that creates opportunities for collaboration across Clallam, Jefferson, and Kitsap counties, and seven Tribal nations. We bring together [partners](#) in creative ways to strengthen how we care for our communities. We address health issues that are community-informed and community-led.

Olympic Community of Health implements a new service called *Olympic Connect*. *Olympic Connect*, a Community Care Hub of Washington, is a community-centered entity that supports a network of partners providing services and resources to address social needs. It centralizes administrative functions and infrastructure and has relationships with and understands the capacities of local organizations and fosters cross-partner collaboration. Learn more about [Olympic Connect](#).

Our [strategic plan](#) guides our efforts to address long-term, affordable, quality housing; access to the full spectrum of care; assuring that individual needs are met timely, easily, and compassionately; and addressing substance use disorders.

Please visit <http://www.olympicch.org> to learn more about our organization and current work.

Values

These values guide our work and inspire team efforts and activities:

- **Mission.** We are motivated by the collective vision of **healthy people, thriving communities**. We choose to work here because we are committed to prioritizing community health needs by cultivating connection, place, empowerment, and well-being.

- **Equity and Cultural Humility.** We approach our work through an equity lens and understand that doing so is critical in doing our part to dismantle systematic oppression. We touch the ground often to ensure we are elevating the voices of our community and actively encouraging those experiencing racial, social, and economic injustices to co-create regional health goals.
- **Lifelong Learning.** We focus on self-reflection and are receptive to constructive feedback. We are aware that personal growth can be difficult and non-linear, and that there are lessons to be found in our mistakes and our successes. When we face challenges in our work, we are empowered to seek and receive solutions-based support.
- **Integrity.** Team members make thoughtful decisions and take intentional actions grounded in honesty. When mistakes occur, we attempt to rectify them in ways that are both principled and productive.
- **Camaraderie.** We nurture a sense of belonging and create courageous spaces to build trust by honoring individualism and treating each other with respect. We welcome joy, spontaneity, and laughter in the workplace, and believe camaraderie is the fuel that energizes us to do the right work.
- **Balance.** We believe that to be our best selves and to do the right work, we must recognize and value that life is bigger than our work. We incorporate healthy behaviors including activity and mindful practices into our workdays and take the time needed for self-care.
- **Intentionality.** We invest our time and resources wisely to produce high quality work, putting the needs of the organization and the Olympic region above personal pride. When making decisions we balance transparency, responsiveness, and inclusion with time sensitivity, the capacity of others, and consideration of external impact.
- **Environment.** We take a broad view of health to include the health of our environment. Team members make conscious and respectful decisions to preserve and protect the precious natural resources of the community.

Essential Job Functions

In this position, you will be a key team member, with responsibilities in the following main areas:

- Serve as a **key leader** of OCH including collaboration with the Executive Director, Director of Programs, relationships with external partners, and all teammates.
- Plan, direct, and evaluate all OCH operations to ensure that services and activities are directed and managed in **compliance with organizational values, funder requirements, policies, procedures, and norms, and applicable regulatory requirements.**
- **Supervision** of operations teammates including skill development in alignment with a growth mindset.
- Provide **support and leadership over human resources functions** including management of benefits, leadership for hiring, and serve in a supportive role for day-to-day human resources functions including administrative onboarding, fostering growth mindset across the team, and management of corrective actions and performance improvement.
- Cultivate **professional and strategic relationships** with partners, payers, funders, and other entities to advance the OCH mission.

- Provide structure to ongoing **process improvement** to ensure all workflows, systems, processes, and procedures are implemented efficiently, effectively, and elegantly.
- **Budget monitoring and forecasting**, including ongoing financial management and staffing of the organization's Finance Committee.
- Partner and vendor **contracting** for the full cycle (award through contract execution and closeout) in alignment with appropriate policies, values, and norms.
- Oversight of **annual financial audits** in accordance with non-profit and federal rules (2 CFR Part 200), continuous improvement based on audit results and findings.
- **Fiscal reporting** to OCH funders, the OCH Finance Committee, and the OCH Board of Directors.
- Assurance that **purchases** made by OCH are in alignment with the approved budget, funder requirements, and related policies.
- Other duties as assigned.

Required Knowledge, Skills, and Abilities

- **Financial Operations:** Understand and apply generally accepted accounting principles, fiscal requirements for non-profit organizations, organizational budgeting, and adherence to federal grants policies including 2 CFR 200.
- **Strategy:** Deploy and translate strategies into actionable plans. Due to the small size of the OCH team, this position requires a balance of strategic thinking with the ability to implement and track small details.
- **Human Resources:** Support a growth mindset culture across the organization and provide leadership over benefits and administrative onboarding. Provide support on performance reviews, corrective actions, and performance improvement. Understand relevant policies, laws, and procedures.
- **Communication:** Possess highly effective written and oral communication skills.
- **Teamwork:** Contribute to a healthy and positive work environment by leaning into conflict, recognizing the individualism of each team member, celebrating differences, taking responsibility for oneself, and being open to new ideas and expanding on original ideas. Each teammate contributes to multiple projects through leadership, support, and/or camaraderie.
- **Time Management:** Plan and manage time effectively. Most teammates manage a variety of projects and priorities. Make effective and efficient decisions and take appropriate action to meet timeframes and deadlines.
- **Ethics and Integrity:** Earn the trust, respect, and confidence of teammates and partners through consistent candor, cultural humility, and professionalism.
- **Equity and Community Engagement:** Commit to collaboratively advancing a pro-equity agenda and lifelong learning about equity and social justice principles and practices.
- **Financial Stewardship:** Make the best use of public dollars and scarce OCH resources by exercising frugality and requesting purchases only when they are reasonable and necessary to the work of the OCH, considering all alternatives before purchase requests are made.

- **Technology:** Expertise (or ability to learn) with information technology systems, especially the Microsoft Office Suite. Able to learn to use software such as HubSpot, QuickBooks, Teamwork, Slack, and Zoom.

Compensation & Benefits

Learn more about benefits by reviewing the [OCH Employee Handbook](#).

- Full-time, exempt position (not eligible for overtime).
- 13 paid holidays, 1 personal holiday, 12 days paid vacation, and 12 sick days per year.
- 100% coverage for the employee and one dependent for medical, dental, vision and life plans. Plans available for additional dependents.
- OCH contributes 4.75% of employee salary to a retirement plan.
- Flexible schedules and teleworking are a part of the culture. Most staff members work four days per week.

Other Requirements

- Performance of job duties requires frequent travel throughout Clallam, Jefferson, and Kitsap counties. A valid Washington State driver's license, the use of the incumbent's personal motor vehicle, and appropriate auto insurance is required.

Work Environment & Location

- Work is performed primarily indoors. Remote work is available throughout the week, and we have office space in Port Hadlock. The full team typically works from the office on Wednesdays.
- Because of our focus on building relationships and partnerships, there is some travel throughout Clallam, Jefferson, and Kitsap counties.