https://georgemark.org/job/director-of-operations/

Director of Operations

Hiring organization
George Mark Children's House

Employment Type
Full-time

Job Location
San Leandro, CA

Base Salary
$ 135,000 - $ 155,000

Description

MISSION STATEMENT

George Mark Children's House provides compassionate care to enhance the quality of life for children with serious medical conditions and their families.

LEADERSHIP VALUES STATEMENT

Our values as a Leadership Team are to create a diverse, people-first work environment that inspires trust, transparency, respect and equity, and one that empowers and invests in the growth and development of all George Mark Children's House employees.

POSITION SUMMARY

The Director of Operations is a vital leader within George Mark Children's House, responsible for the seamless operation and management of core site support services that enable our pediatric palliative care mission.

Primary responsibilities of this role include overseeing two core organizational departments. Facilities and Dietary/Housekeeping, and is responsible for overseeing capital projects, facility
management, contract management, vendor oversight, and systems evaluation within the Director of Operations jurisdiction.

The ideal candidate will bring operational excellence, strong people-centered leadership, and strategic thinking, along with the ability to make sound decisions, remain calm under pressure, lead with empathy, build meaningful connections, and demonstrate exceptional leadership. This candidate will bring a commitment to ensuring a safe, efficient, and supportive environment for our
patients, families, and staff.

This is a 40 hours a week, exempt, benefited position, which may include some weekends and evening hours. Occasional travel on company business is required.

Responsibilities
DEPARTMENTAL LEADERSHIP:

- Provide strategic direction, mentoring and management for Facilities and Dietary/Housekeeping departments to foster a culture of collaboration, teamwork, inclusivity, staff development and continuous improvement
- Work in partnership with Compliance Officer to ensure all policies and procedures for each department in Director of Operations jurisdiction are updated and compliant.
- Oversee the Manager of Hospitality and Integrative Systems, RD to ensure scheduling, timecards and time management of Dietary and Housekeeping staff are aligned with needs of clinical team and patient census, and that health, safety and meal protocols are followed in accordance with state and CLHF licensure requirements.
- Establish key performance indicators and monitor departmental performance metrics for each department in Director of Operations jurisdiction, with quarterly check-ins with HR on team progress.
- Two direct reports: Facilities Manager and Manager of Hospitality and Integrative Systems, RD.

HOUSE OPERATIONS MANAGEMENT AND CAPITAL PROJECT OVERSIGHT:

- Partner with Compliance Officer, Facilities Manager, and Director of Clinical Programs (as needed) to oversee house regulatory compliance for building codes, safety regulations, CA OSHA, privacy, HIPAA, legal and ethical standards as described by Federal, State and County codes in California specifically guided by Title 22 regulations for a Congregate Living Health Facility (CLHF).
- In Partnership with Facilities Manager and external vendors, develop and manage a risk assessment plan to address deferred maintenance of building infrastructure and systems (HVAC, electrical, plumbing, etc.).
- Work with Facilities Manager to develop and implement preventive maintenance programs for all building infrastructure and systems (HVAC, electrical, plumbing, etc.).
- Work with the Facilities Manager to document all Facilities policies and protocols, including safety and emergency preparedness, and build succession plan for the Facilities department.
- Monitor and optimize energy usage to control costs and promote sustainability.
- Act as Project Lead for capital projects, in partnership with the project team, the planning execution, and completion of major facility renovations, expansions, ongoing maintenance, or new construction projects.
- Ensure capital projects are on time, within budget, and meet quality standards.
- Oversee and negotiate vendor contracts and collaborate with architects, engineers, contractors, and internal stakeholders

CONTRACT AND VENDOR OVERSIGHT, SYSTEMS EVALUATION AND FINANCIAL MANAGEMENT:

- In Partnership with CFO, audit and organize all contracts in Director of Operations jurisdiction and evaluate vendor capabilities to assess opportunities for cost savings or improved service.
- Negotiate and manage contracts and relationships with vendors and service providers.
- Monitor vendor performance to ensure compliance with contract terms and

service levels.
- With direction from the Chief Financial Officer, create and manage annual operating budgets for each department in Director of Operations jurisdiction.
- Prepare vendors and contracts for audit and assessment for senior leadership as needed.
- Continuously assess the effectiveness of operational systems and processes.
- Identify opportunities for improvement and implement innovative solutions.
- Lead the partnership & evaluation of current IT/systems vendors and the adoption of new
  technologies and systems to enhance efficiency and productivity.

Other duties as assigned.

Qualifications
POSITION REQUIREMENTS:

- Bachelor's degree in Business Administration, Hospitality, Facilities Management. Healthcare Administration, Engineering, or related field. Master's degree preferred.
- Minimum of 7+ years of progressive leadership experience in Operations Management preferably within a healthcare, hospitality or non-profit setting.
- Demonstrated experience managing a facilities and operations team including oversight of building systems (HVAC, electrical and mechanical systems), including preventative and reactive maintenance programs, safety compliance, and vendor coordination.
- Experience managing capital projects (e.g., renovations, construction, or major infrastructure improvements) preferred.
- Experience with Project and Financial Management preferred.
- Strong working knowledge of regulatory compliance (e.g., OSHA, HIPAA, and applicable state/local requirements), healthcare facility compliance experience preferred.
- Technically proficient, with experience evaluating and implementing operational systems or tools.
- Demonstrated personal integrity and passion for George Mark's mission, the ability to engender trust, credibility, and confidence with a variety of constituencies.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Must be able to work some evenings and weekends as needed.
- Must have personal, reliable transportation, a valid California Driver's License, a good driving record, current insurance, and the ability to travel.
- A background check will be required.

SKILLS & EXPERIENCE:

- Proven track record of successfully managing large-scale projects, diverse teams, contracts, and vendors.
- Growth mindset, self-motivator, investigator, must work well both independently and on a team.
- Exceptional leadership, communication, and interpersonal skills.
- Strategic thinker who has the ability to think through challenges with a strategic framework.
- Ability to build consensus and collaborate across departments.
- Demonstrated skills in leading and building teams, managing, and working with direct reports
  with a variety of backgrounds and skills.
- Strong analytical, budget oversight experience, and problem-solving

abilities.

- Results-oriented, excellent organization and time management skills with a focus on quality and efficiency.
- Ability to exercise discretion, maintain confidentiality, and HIPAA compliance.
- Excellent organizational, time management and multi-tasking skills with a strong attention to
  detail.
- Must be able to work comfortably in an alternative healthcare setting serving families and children who are seriously ill or dying.
- Interest in and ability to perform tasks in a culturally sensitive manner without regard to age, ethnicity, national origin, socioeconomic status or any other protected category as defined by Federal, State or local law(s).
- Understands and adheres to GMCH compliance standards as they appear in the GMCH
  Employee Manual, GMCH Policies and Procedures Manuals and Departmental memos.
- Applicants must show the skills of managing multiple, competing, and varied tasks, time
  management, listening skills, problem solving, decision making, and delegation of duties and successfully managing workflow.
- This position requires conduct of the highest professional and ethical standards with patients, families, staff, and volunteers at all times.

Job Benefits

- Be part of an organization with a meaningful cause.
- Work in a dynamic, team-oriented environment which focuses on personal development and skill-building.
- Annual range: $135K -$155K (the stated salary range reflects the typical pay for this role; actual compensation will be determined by candidate’s qualifications).
- Up to 12 paid holidays per year
- 100% employee paid benefits, 25% for dependents (Health, Dental & Vision plans).
- Flexible Spending account (FSA) Program.
- 403(b) retirement account with a 2% employer matching program.
- Paid Time off (PTO) accrued per pay period at a rate of 9.23 hours (30 days per year).
- $1,500 per year continuing education/personal development fund after 90 days of employment

Contacts

If you’re passionate about delivering exceptional service and want to contribute to an organization
dedicated to making a meaningful impact, we encourage you to apply on the career page directly at
hr@georgemark.org.

We are an equal opportunity employer, and all qualified applicants will be considered for
employment without regard to race, color, religion, sex, gender identity,sexual orientation, age,
national origin, veteran or disability status