

Operations Director

Council on Aging in Union County

Reports to: Chief Executive Officer

Position Summary

The Operations Director is a senior leader responsible for the day to day oversight, coordination, and performance of all programs and services at Council on Aging in Union County. This role ensures that operations align with the organization's mission to help older adults remain independent and safe at home while maintaining high standards of quality, compliance, and efficiency.

The Operations Director leads program execution across multiple service lines, supports and develops staff, ensures regulatory compliance, and drives continuous improvement. This position serves as a key partner to the CEO, providing regular updates on performance, challenges, and opportunities while helping position the organization for sustainable growth.

Key Responsibilities

Program & Operational Leadership

- Oversee daily operations across all programs, including In Home Services, Next Door Clubhouse, Family Caregiver Support, and related initiatives
- Ensure programs meet established goals, performance metrics, and quality standards
- Monitor service delivery to ensure consistency, efficiency, and a high level of client satisfaction
- Identify operational challenges and implement solutions that improve outcomes and scalability
- Lead cross program coordination to ensure seamless service delivery for clients and caregivers

Staff Leadership & Human Resources Management

- Lead all core human resources functions for program staff, including hiring, onboarding, performance management, and retention
- Partner with the CEO to recruit, interview, and hire high quality staff aligned with the organization's mission and culture
- Oversee and facilitate new employee orientation and onboarding to ensure successful integration into the organization
- Provide ongoing supervision, coaching, and professional development for program managers and staff
- Monitor staff performance, attendance, and productivity, ensuring accountability and alignment with organizational expectations

- Address employee relations issues, including coaching, corrective action, and disciplinary processes in a fair, consistent, and timely manner
 - Ensure compliance with personnel policies, employment laws, and organizational standards
 - Foster a positive, mission driven culture focused on teamwork, respect, and person centered care
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Compliance & Quality Assurance

- Ensure adherence to all organizational policies, procedures, and regulatory requirements, including home care licensure standards
 - Oversee quality assurance processes, documentation practices, and service standards across programs
 - Partner with clinical leadership to maintain compliance and prepare for audits, reviews, and inspections
 - Identify risks and implement corrective actions as needed
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Strategic Execution & Reporting

- Track and report on program performance, outcomes, and key metrics to the CEO
 - Provide timely updates on operational challenges, risks, and opportunities
 - Support implementation of strategic initiatives and organizational priorities
 - Utilize data to inform decision making and improve program effectiveness
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Partnerships & Grant Implementation

- Manage and strengthen key community partnerships that support program delivery and outreach
 - Oversee operational components of grant funded programs, ensuring deliverables and timelines are met
 - Support data collection, reporting, and compliance related to grants and contracts
 - Collaborate with development staff to ensure alignment between funding requirements and program execution
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Financial & Resource Management

- Support budget development and monitor program expenses to ensure responsible use of resources
- Identify opportunities to improve efficiency and maximize impact within available funding

- Collaborate with leadership on resource allocation and program growth planning
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Qualifications

- Bachelor's degree in healthcare administration, social work, nonprofit management, or a related field preferred
 - Minimum of 3 years of progressive leadership experience in healthcare, human services, or nonprofit operations
 - Demonstrated experience in staff supervision, hiring, and employee relations
 - Knowledge of aging services and the needs of older adults
 - Strong leadership, organizational, and problem solving skills
 - Ability to analyze data, manage competing priorities, and drive results
 - Excellent communication skills with the ability to engage staff, partners, and leadership
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Work Environment & Expectations

- Full time exempt in-person position with no hybrid option available
- Occasional evening or weekend hours may be required to support programs or events
- Must be able to travel locally for program oversight and community engagement
- Must have a valid Driver's License