



**ORANGE COUNTY UNITED WAY  
JOB DESCRIPTION**

<b>Job Title: Director, Operations, United to End Homelessness</b>	<b>Reporting To: Executive Director, United to End Homelessness</b>
<b>Department: United to End Homelessness</b>	<b>Position: Full-time/EXEMPT</b>

**Purpose:** The Director of Operations for United to End Homelessness, a key initiative of Orange County United Way, will provide operational leadership to a complex set of programs and activities. This position will work closely with the Executive Director (ED) of United to End Homelessness (U2EH), to ensure successful implementation, expansion, and improving efficiencies of the initiative. The incumbent will be committed to making a vision come to life by ensuring projects and tasks are completed to achieve results.

The Director of Operations will ensure efficient monitoring and directing of administrative and financial operations, compliance of grant and contract requirements, management of the budget, and project/service integration. The Director of Operations is responsible for carrying out business and strategic plans and priorities, and functions as the interpreter to visionary ideas towards successful implementation of new or expansion plans for programs/projects. The successful incumbent is expected to employ sound management skills and professional business standards in the day-to-day operations of U2EH and its projects.

**Key Responsibilities include:**

***Expansion and Growth:***

- Support United to End Homelessness's (U2EH) expansion efforts, contributing to securing additional funding and identifying new growth opportunities.
- Work closely with the ED to create staffing plans to ensure a successful expansion of U2EH's work
- Provide supervision and management of staff as required

***Budgeting and Fiscal Management:***

- Monitor income, expenses, and funding balances for U2EH and provide monthly updates to the ED and other team members, as needed.
- In collaboration with program directors, prepare and manage program budgets, ensuring fiscal responsibility.
- Work closely with the finance/accounting team to track spending towards grant/contract expectations, ensuring accurate and timely financial reporting.
- Work with finance/accounting and grants/contracts teams to ensure monthly invoicing and allocation of funds.
- Utilize tools to facilitate effective tracking and reporting on expenditures.

***Grants and Contracts:***

Oversight of the grants/contracts compliance plan for U2EH; collaborate with the grants/contracts team to create and implement a comprehensive compliance plan, ensuring adherence to relevant regulations and guidelines. Work with programmatic staff to ensure that all deliverables and performance metrics are met. Stay abreast of changes in grant/contract compliance requirements and proactively incorporate updates into the plan.

- Work closely with grants/contracts on funding proposals/applications to assist in securing additional funding for U2EH.



***Program Work Plans and Timelines:***

- Work with the program directors to develop and oversee program work plans and timelines, ensuring alignment with grant/contract objectives and milestones.
- Work with ED and program directors to assist in the deployment of new programs, ensuring creation and implementation of policies and procedures.

***Data Collection and Evaluation:***

- Collaborate with the Senior Director, Community Investments & Evaluation and the Senior Manager, Evaluation for U2EH on developing appropriate evaluation plans for programs and special projects.
- Oversee and implement data collection and evaluation efforts aligned with grant/contract compliance and reporting requirements.
- Leverage collected data to drive continuous improvement and showcase the impact of programs.

***Integration and Cohesion:***

- Identify opportunities for integration and lead action plans to eliminate barriers, fostering cohesion between U2EH programs.
- Work closely with the Chief Strategy Officer and other operations directors of the key initiatives and key service to identify and implement strategies of cross collaboration.

***Senior Representative Role:***

- Act as a senior representative of U2EH in organizational meetings and events, demonstrating leadership and influence within the organization.
- Assist to disseminate U2EH information to partners, funders, and other departments at OCUW. Represent U2EH in committees, collaboratives, and community meetings, ensuring an effective presence in relevant forums.

***Marketing and Fundraising Collaboration:***

- Coordinate with other OCUW team members and departments to promote a marketing and fundraising agenda supporting U2EH programs.
- Demonstrate collaborative efforts to enhance visibility and support for fundraising initiatives.
- Assist with marketing and donor recognition of U2EH; ensure funders are recognized at appropriate U2EH events.

***Other Duties:***

- Perform other duties as assigned, ensuring alignment with the overall goals and objectives of U2EH.

***Qualifications & Requirements:***

- At least five years of related professional experience, working with unhoused and/or vulnerable populations;
- Bachelor's degree in business/public administration, sociology, social work or a closely related field preferred;
- Previous experience serving at a non-profit organization
- Advanced project management, fiscal, and grant/contract experience;
- Strong working knowledge of programs and services related to housing and homelessness;
- Demonstrated success with designing and delivering results on high-profile community programs
- Proficient understanding of the social and economic landscape of Orange County;
- Advanced leadership and communication abilities with which to lead organizational development and success in a highly dynamic setting responsive to a complex and changing environment;
- Demonstrated ability to work with diverse interests and communities; enjoy working with people in different settings; donor and community-focused;
- Ability to develop and maintain positive work relationships with staff and volunteers;



Orange County United Way

- Ability to promote the use of coaching and cultural sensitivity in engaging with program staff and participants;
- Experience in team-building and strong group facilitation skills;
- Proven track record in financial and grant reporting, strategic planning, and successful program implementation;
- Excellent oral and written communication skills (including public speaking and presentations);
- Self-motivated, goal-oriented – ability to get the job done; able to adapt easily to change;
- Experience in managing data and preparing grant/contract invoices and reports;
- Computer proficiency in Microsoft Office (Word, Excel, and PowerPoint).

### **Employment Standards**

- Commitment to the mission and values of the organization.
- Self-motivated and able to work effectively with minimal supervision.
- Ability to represent program and Orange County United Way with public/private partners.
- A doer and team player who is inclusive, flexible, creative, and energetic.
- A decisive and resourceful individual with the willingness to accept responsibility and take charge of results; able to work successfully with limited resources.
- Ability to manage a hybrid work schedule; a minimum of three (3) days a week in an office setting at Orange County United Way and access to reliable internet connection and a quiet workspace free of disruptions for remote and virtual meetings.
- Must be available to work flexible hours, including some evenings and Saturdays.
- Access to a car, California Driver's License, car insurance and a satisfactory driving record are conditions of initial and continued employment.

### **Compensation:**

Commensurate with experience, education, and market; \$90,000 – \$120,000 per year. Competitive benefits.

### **Physical Demands:**

Physical demands are representative of the requirements necessary for an employee to successfully perform the essential functions of this job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 10 pounds.

### **Send Resumes to:**

recruiting@unitedwayoc.org  
Orange County United Way  
18012 Mitchell South, Irvine, CA 92614  
www.unitedwayoc.org