

LightHouse Director of Operations

Organization Profile:

LightHouse Women and Children's Center is a new venture of Hope Rescue Mission in Reading, PA to provide emergency and transitional housing for women and children. Hope Rescue Mission is a faith-based nonprofit organization that has been operating for 129 years to serve homeless men in Berks County. LightHouse will provide services to single women, women with children and unaccompanied youth in a new building where each family will receive their own private room. They will be given a safe place to stay where they will be treated with compassion and dignity. We are looking to hire dedicated employees who are committed to making a difference in the lives of those who will be staying at LightHouse. Every day we will work together to create a culture that allows our guests and team members to grow and reach their full potential.

Job Summary:

The Director of Operations is responsible for overseeing the day-to-day management of the LightHouse Women and Children's Center as well as creating and maintaining an amazing work culture by instilling a team-oriented sense of camaraderie and positive guest relationships. The Director of Operations is responsible for establishing programs and developing and upholding community standards. This individual will be responsible for adherence to financial budgets and cost controls, ensuring cost effectiveness and spending throughout all departments under Director of Operations oversight. These departments include: maintenance and janitorial team and welcome center team. The Director of Operations will report directly to the Executive Director of the LightHouse Women and Children's Center.

Duties and Responsibilities:

- Provide daily operations oversight to the LightHouse facility and team.
- Monitor the operating budget ensuring adequate resources for programs and facility maintenance.
- Hire, train and manage a team of program specialists, welcome team, coaches, and security personnel.
- Establishing the standard operating procedures, developing and upholding community standards.
- Oversee admissions, intake and exit processes.
- Oversee case management activities to ensure services are effectively targeted.
- Exercise overall responsibility for the safe operation and effective results of all program operations at the facility.
- Maintain a healthy and safe environment of dignity and compassion for guests and teammates while ensuring that all guests are moving towards their established goals of independent living.

- Collaborate and build relationships with volunteers, ministries, non-profits, and community resources to provide the women and children of LightHouse with what they need for success.
- Operate the facility and programs within the approved limits established by the annual budget.

REQUIRED SKILLS AND EXPERIENCE

- Passion for Hope Rescue Mission's mission, vision, and core values.
- Excitement for working in a start-up environment that values creative problem solving and open communication.
- Bachelor's Degree required or relevant education & experience may be considered in lieu of Bachelor's Degree.
- Master's degree preferred in social work, human services or related field or relevant education & experience may be considered in lieu of Master's Degree
- A minimum of 10 years of successful experience in the fields of services to homeless people; work with medically frail, mentally ill, or at-risk populations; or in senior-level shelter administration.
- A minimum of 5 years of experience in a director-level position.
- Excellent computer skills including proficiency in Microsoft Word, Excel, and PowerPoint.
- Strong verbal and written communication skills, with emphasis on face-to-face, empathetic communication with center residents.
- Exceptional leadership skills in dealing with both staff and guests coupled with a personal commitment to serving those in need.
- Experience with homeless, mentally ill, and medically frail populations.
- Bilingual English and Spanish preferred.
- Individuals with military experience or Veteran status are encouraged to apply.

JOB TYPE: FULL TIME

BENEFITS:

- Paid Time Off

If interested in applying, please send your resume to: LightHouse@HopeForReading.org