



CATHOLIC DIOCESE OF RALEIGH  
POSITION DESCRIPTION FORM



Catholic Charities  
of the Diocese of Raleigh

**Position Information**

Position Title: **Director of Operations**

Department: **Catholic Charities**

Reports To (Title): **Executive Director**

Work Schedule:  M – F Hours: 8:30 am to 5:00 pm  Other: \_\_\_\_\_

Type of Employee (Hours worked per week)  Regular Full Time (≥30)  Regular Part Time (20-29)  Part Time (≤20)  Temporary (varies)

Percentage of Travel Required  0%  10%  25%  50%+

Exemption status (HR use only)	<input type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt
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**Position Summary**

Summarize the overall function or purpose of this position. This should be a concise description of the job.

The Director of Operations reports to the Executive Director of Catholic Charities of the Diocese of Raleigh. At the direction of the Executive Director, the position manages the overall functionality and operations of Catholic Charities of the Diocese of Raleigh; sets goals and objectives for the organization; oversees performance across operations and provides direction and leadership within the organization while establishing a customer service focus and culture that strives for continuous improvement.

**Duties and Responsibilities**

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

Operations:

- Monitors day to day business operations along with the Executive Director
- Designs and implements business strategies, plans and procedures
- Identifies and acts upon ways to improve work processes, enhance quality, productivity and service levels
- Stays abreast of the latest developments, best practices and trends in shared service delivery models
- Works with the Communication Director to manage organization communications with staff and regional locations to ensure accuracy and consistency of message
- Develop and maintain relationships with Diocesan leadership

40.00

*Duties and Responsibilities continued from page 1*

Management:

- Supervises regional directors and rural deanery offices; working closely to streamline programs, optimize resources and ensure optimum support and growth
- Supervises the grant writer and works closely with the development, communications and regional staff to align the vision, direction, resources and implementation of services throughout the diocese
- Assists regional directors with questions, advocacy needs, and concerns regarding their individual sites
- Responsible for ensuring continuing staff development through meetings, workshops, training seminars and other development and training activities
- Resolves problems related to staffing, employee culture and accountability to the mission of Catholic Charities

20.00

Strategic Growth and Relationship Cultivation:

- Leads development of long-term strategic plans, program development and quality of services; ensuring alignment with the mission of the Bishop of the Diocese of Raleigh and Catholic Charities
- Carries out the strategic goals and objectives of the organization at the direction of the Executive Director
- Provides direction and leadership toward the achievement of the organization's philosophy, mission, strategy and its annual goals and objectives
- Ensures that the organization collects and evaluates statistical data necessary for program evaluation, planning, justification and achievement of outcomes
- Implements long-term strategies for Catholic Charities that balance cost efficiencies and economies of scale with high levels of client satisfaction
- Participates in expansion activities (capital campaigns, social enterprise, program development, partnership development, relationship building, cultivating donors etc.)
- Works with pastors and lay leaders to establish working relationships with the regional offices and the parishes as needed

20.00

Quality Assurance and Safety:

- Develops and oversees program quality and development by implementing policies and procedures
- Monitors the adherence to the policies and procedures of the organization
- Responsible for development and implementation of policies and procedures related to: HIPPA and privacy regulations, confidentiality and critical incidents and ensures agency compliance with health, fire, safety and other regulatory standards
- Responsible for the risk management program and managing all insurance issues and leases
- Ensures Catholic identity and brand consistency throughout the diocese

15.00

Other Duties:

- Writes and submits reports to the Executive Director in all matters of importance
- Assists Executive Director and Development Director in fundraising ventures
- Attends agency, staff and community meetings as determined by the Executive Director
- Performs other duties associated with the general responsibilities of this position and/or as assigned by the Executive Director

5.00

## Position Qualifications

### Formal Education (minimal level REQUIRED for this position)

- No minimum education level
- High School diploma or GED
- Associates or other 2-year degree including technical/trade school
- Bachelors degree
- Masters or Professional degree (M.B.A., J.D., etc.)
- Doctorate

Degree in specific subject area: \_\_\_\_\_ Degree Type: Business

Concentration: \_\_\_\_\_

### Work Experience (minimum experience REQUIRED for this position)

- Less than 1 year
- 1 - 3 years
- 4 - 6 years
- 7 - 9 years
- 10 + years

Years of specific work experience: Field: Nonprofit Management Years of experience: \_\_\_\_\_

### Qualifications

#### Requirements

- Demonstrated ability to develop and implement strategic plans
- Understanding of business functions such as human resources, finance, marketing, etc.
- Demonstrable competency in strategic planning and business development
- Working knowledge of data analysis and performance/operation metrics
- Outstanding organizational and leadership abilities
- Excellent interpersonal and public speaking skills
- Aptitude in decision-making and problem-solving
- Must have extensive knowledge of and ability to build relationships and programs across eastern North Carolina

#### Special Requirements:

- Knowledge of and commitment to Catholic teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh
- Valid NC Driver's License and a vehicle in working order for business use
- Authorized to work in the U.S.

Skills: Proven computer skills including Word, Excel and other appropriate applications

\*Job responsibilities may involve travel and some work beyond the regularly scheduled workdays, i.e., weekends and evenings as scheduled, and as needed.

## Position Characteristics

### Physical Requirements/ Work Environment

(This section must be completed *entirely*, regardless of position)

	Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing for extended periods	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Level of Supervision Received (check the option that best describes the position overall)

<b>Direct Supervision:</b> Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input type="radio"/>
<b>General Supervision:</b> Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines, and priorities.	<input type="radio"/>
<b>Intermittent Supervision:</b> Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.	<input type="radio"/>
<b>Administrative Supervision:</b> Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input checked="" type="radio"/>
<b>Long-Range Administrative Direction:</b> Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.	<input type="radio"/>

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.*