

**South Side Help Center**  
**10420 South Halsted Street Chicago, Illinois 60628**  
**Phone (773) 445-5445 Fax (773) 445-9818**

**Position Description: Operations Director**

**Reports to Executive Director**

**Responsibilities:** Responsible for overall supervision and management of directors of prevention and care related programs. Oversees and provides leadership in the major coordination of staff activities, aimed at providing culturally competent client-centered services including, but not limited to direct services. Works to achieve and complement overall effectiveness of programmatic goals and objectives of the various programs. Work closely with the Executive Director and Program Directors, Supervisors to effectively meet the needs of the programs and agency.

**Duties and Responsibilities:**

1. Facilitate, coordinate, and collaborate with Directors in planning and implementation of programs.
2. Guide Program directors and supervisors to develop their capabilities and achieve program objectives.
3. Provide leadership development and team building
4. Participate in Sustainability activities.
5. Facilitate productive collaborative relationships among directors, supervisors and staff.
6. Monitor timely completion of tasks as outlined in program objectives.
7. Supervise program staff and coordination of program functions.
8. Will be committed to continued growth and development surrounding overall program functions.
9. Represent agency at variety of functions, events and activities.
10. Prepare narrative and financial reports, grant proposals and presentations.
11. Develop and implement evaluation activities of agency programs
12. Must participate in budget preparation, monitoring, and management.
13. Promote and maintain effective relationships with clients under programs operated by the agency.
14. Maintain and establish positive relationships with other professional and social service groups in the community.
15. Perform annual employee evaluations, and/or as required
16. Serves on appropriate community committees as directed by the Executive Director.
17. Perform other duties as assigned by the Executive Director, in accordance with the agency's policies and procedures.
18. Provide timely program updates and reports to the Executive Director.

**Required Skills and Experience:**

- Bachelor's degree preferably in the social sciences, social work, education, public health or public administration. Masters degree preferred from an accredited university or college in Social Sciences, Social Work, Education, Public Health, or Public Administration or equivalent education

- Two years of supervisory experience with increasing responsibility over time or at least three years experience in a similar role with supervisory experience..
- Knowledge of HIV prevention and care programs
- At least two years experience working with HIV population,
- Experience working with case management and counseling,
- Computer, database and word processing software proficiency;
- Ability to work independently on multiple tasks;
- Excellent written and oral communication skills as well good interpersonal skills.
- Must be able to demonstrate cultural competence in dealing with varied lifestyles, including transgender, bisexual, gays and lesbians.

Regular working hours will be 9:00 a.m. to 5:30 p.m. Monday through Friday, with some flexibility to accommodate program needs and other community activities. Salary range approximately \$50k-\$55k annually.

All job inquiries and resumes/CVs must be emailed to [cba@southsidehelp.org](mailto:cba@southsidehelp.org). No phone calls will be accepted.

**South Side Help Center is a not-for-profit organization whose mission is to provide youth and their families with health prevention and intervention services to empower them with life-saving information through positive and constructive activities. SSHC is an equal opportunity employer.**