



## Homeless Prenatal Program (HPP)

**Title:** Operations Manager

**Reports to:** Human Resources Director

**FLSA Status:** Exempt

**Directly Supervises:** Staff of Operations, Facilities and Grounds (5 direct reports)

### SUMMARY

Under the general direction of the Human Resources Director, the Operations Manager is responsible for overseeing facility management and administration for a large non-profit (100+ employees) with two locations.

### Essential Duties and Responsibilities

#### Office Services:

- Responsible for budgets and inventories of all office supplies, technology needs, janitorial supplies.
- Ensures optimal function of office equipment including scanners, copiers, faxes and telephones (and manages their supplies).
- Provides office/desk set-up for new hires (office clean up/reorganization, equipment set-up, facility policies).
- Works in conjunction with Human Resources Director & Deputy Director to optimize building space for staff and client needs.
- Assists the Deputy Director as needed.
- Other duties as assigned.

#### Program Operations:

- Supervises program operations staff (3).
- Provides oversight to Program Distribution Operations including:
  - Friday Food Bag and Essential Items preparation and distribution.
  - Patient Pantry Food and Essential Items preparation and distribution (Tuesday and Wednesday).
  - Coordination with National Health Corp Intern managing Food Insecurity program.
- Responsible for coordination with Volunteer and In-Kind Donation Manager and Assistant Coordinator to track and maintain adequate inventory of necessary client supplies and to coordinate distribution of Homegoods to clients.

### Facility Management

- Supervises building/maintenance staff (2).
- Strategically plans facility best practices and ensures building is compliant with all City regulations.
- Acts as HPP liaison to all building vendors (includes plumbing, contractors, cleaning crews, elevator repair, security system, etc).
- Coordinates building maintenance for HPP's main location, a three-story, 40,309 square-foot facility and 2530 18th, a warehouse adjacent to HPP's main location.
- Support with building needs for Jelani House, a 2 story residential facility maintained by SF Department of Homelessness and Supportive Housing.
- Maintains shared staff spaces as needed.
- Solicits bids for building maintenance and improvement projects.
- Acts as liaison to building tenant agency.
- Maintains agency van including coordinating registration, insurance, tune-ups and repairs
- Manages facility needs for special events.
- Other duties as assigned.

### Systems Administration:

- Supervise system administration to ensure it operates in an efficient and cost effective manner.
- Oversee all IT-related purchasing and budget usage; works with Finance to develop budgets for forecasted project costs and capacity planning.
- Primary contact for IT support vendor, Micromenders.

### Agency Safety Officer

- Function as Agency Safety Officer.
- Leads Agency Safety Committee.
  - Plans and facilitates bimonthly Safety Committee meetings.
  - Address agency concerns, coordinate yearly fire and earthquake drills, plan and present quarterly Staff Safety Updates at All Staff Meetings.
- Manages disaster preparedness activities. Responsible for updating safety plans and maintaining on-site safety kits/supplies/go-kits. Coordinate quarterly review/refresh of all disaster documents and supplies.
- Together with HR Director, maintain the agency's compliance with all Covid-19 requirements and regularly monitor the safety measures in place to minimize staff and client exposure.

### **Core Competencies:**

All HPP Staff are expected to meet the expectations of our Core Competencies:

**Accountability and Reliability:** Shows honesty, integrity, responsibility, initiative, and is mindful of impact on team/organization.

**Collaboration:** Participates in agency wide/cross team efforts, shares knowledge and skills, values cohesion and integrity of team.

**Communication:** Respectful, effective, proactive and willing to engage in hard conversations

**Continuous Learning:** Seeks out new challenges, applies new skills, shows growth.

**Professional Conduct:** Clear boundaries, refrains from gossip/splitting, follows agency standards per Handbook and Policies & Procedures.

## **Qualifications**

- Bachelor's Degree, AA degree or equivalent experience
- 5 or more years of experience in office/building management or administration.
- Advanced skills across technologies.
- Excellent organization and time management skills.
- Strong communication skills (verbal and written) and detail-oriented.
- Ability to meet both short-term and long-term deadlines.
- Cultural competency.
- Ability to work sensitively and effectively with diverse populations.
- Willingness to work occasional evenings and weekends and ability to be on call in case of building emergencies.
- Valid driver's license.
- Understanding of, and commitment to, social justice, and HPP's mission and organizational values.
- HPP recognizes the value of having a staff that brings a wide range of perspectives to this work based on language, ethnicity, race, gender, socio-economic background, political beliefs, sexual orientation, and disability. We are committed to maintaining a diverse, multicultural working environment and particularly encourage applications from candidates with lived experience in the communities we seek to serve.

**Work Environment:** Fast-paced, multi-cultural, collaborative work environment.

**Physical Requirements:** This position requires the ability to work under stress and handle multiple project deadlines. This position requires an annual tuberculosis test and requires moderate lifting.

**Certificates, Licenses, Registrations:** California Driver's license and insurance required.

**Work Environment:** Fast-paced, multi-cultural, collaborative work environment

**Hours:** Full time - 39 hours/week

**Reports to:** Deputy Director

**Directly Supervises:** 5

**Salary:** DOE + excellent benefit package

**FLSA Status:** Non-exempt

Please reply with **Operations Manager** in the subject line to [jobs@homelessprenatal.org](mailto:jobs@homelessprenatal.org). Applications must have the job title in the description to be accepted.

The Homeless Prenatal Program is an Equal Opportunity Employer and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

**About HPP:**

The Homeless Prenatal Program (HPP) believes every family wants to deliver healthy babies and raise healthy children in a stable and nurturing home. Seizing the motivational opportunity created by pregnancy and parenthood, HPP partners with families to help them recognize their strengths and trust in their own capacity to transform their lives. At the heart of our program is non-judgmental, supportive case management provided by Family Case Managers, the majority of whom were once HPP clients themselves or come from the community we serve. As the first agency in San Francisco to hire and promote former clients as employees, HPP is unique in that the community it serves has – from the organization’s inception in 1989 – guided its growth and evolution. HPP serves over 3,500 clients per year through supportive, holistic programs including: Prenatal Classes and Support Group, Mental Health Services, Childcare Center, Housing Assistance, Low Income Tax Center, Emergency Services and Case Management.