



Baltic Street

Director of Operations Description

Reports to the Chief Executive Officer

Salary Range: Negotiable

POSITION SUMMARY:

The Director of Operations will effectively lead the performance management process that measures and evaluates progress against goals for the organization. Oversee the day-to-day operations in support of established policies, oversees program contractual organizational monthly level of service goals, and objectives; provides support and leadership to the directors and management, and execute the strategic direction and vision. **Those that identify with mental health lived experiences are highly recommended to apply.**

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Supervising all daily operations of the organization.
- Working closely with the Chief Executive Officer and Chief Financial Officer on all matters related to the organization.
- Provide supervision, annual evaluations, and support to directors and management staff.
- Provides hands-on management of the organization day-to-day operations with the goal of effectively serving participants needs.
- Oversees COVID-19 trends with OMH/CDC/and New York City, and update COVID-19 policies within the organization.
- Develops, monitors, and implements processes required to effectively manage organization current activities and operations as well as its plans for growth.
- Manages organization program contractual level of service performance goals and ensures they are achieved.
- Oversees internal workflows and communication
- Assigns duties and monitors quality of work; ensure programs are following the organizational policies and procedures and government regulations.
- Perform other duties as required and assigned
- **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**
- Bachelor's degree (B.A./B.S.) in Human Service preferred
- Must be knowledgeable in providing person centered mental health peer services with lived experience a plus.
- Must have leadership and management oversight experience or equivalent
- Ability to remain calm and focused in stressful situations

- Solid understanding of staff leadership and management.
- Must have excellent written and oral communications skills
- Demonstrated proficiency in supervising and motivating subordinates
- Commitment to excellence and high standards
- Strong organizational, problem-solving, and analytical skills
- Ability to work independently and as a member of various teams and committees
- Proven ability to handle multiple projects and meet deadlines
- Ability to deal effectively with a diversity of individuals at all organizational levels.
- Good judgement with the ability to make timely and sound decisions

We Are a State Mandated Organization, Covid-19 Vaccinations are Required

Mission Statement:

Baltic Street AEH, Inc. is committed to providing peer recovery, person-centered, trauma informed, and compassionate services to those with mental health lived experience.

Vision:

Our vision is to drive a cultural transformation within the mental health community by advocating for the underserved, educating for change, and inspiring wellness. We approach our role with cultural humility and mindfulness of oppressive systems.

Our Core Values:

- We value a mentoring philosophy delivered from staff with peer lived experiences.
- We value the recovery journey of every individual with a mental health diagnosis.
- We value the personal and professional experiences of our staff and board members.
- We value community action to change societal views to break the stigma of mental health through advocacy within all systems.
- We value everyone's desire to have opportunities to obtain their visions of wellness.
- We value education and training to enhance an individual's opportunities for growth in one's personal journey to self-discovery.

Send resume and cover letter to:

- amcintyre@balticstreet.org