



Job Title	Senior Director of Operations
Reports To	CEO

Job Purpose

The Mental Health Association of Maryland and its subsidiary, BrainFutures, are seeking an experienced leader to align all aspects of operations with organizational objectives and mission. The successful candidate will be a hands-on systems thinker, seasoned manager and creative problem solver with demonstrated experience overseeing information technology systems, internal controls and finance, human resources, and operations, who will ensure alignment to strategic goals. A collaborative team player, the Senior Director will promote positive staff culture by fostering a supportive and inclusive work environment, ensuring policies and practices align with team values, and promoting open communication and mutual respect among all employees.

Duties and Responsibilities

Operational Management:

- Serve as a member of the organization's senior staff, participating in advancing organizational priorities and mission
- Supervise internal finance and administrative staff and outsourced contractors; provide leadership and support to all staff, fostering a collaborative work environment
- Serve as a liaison across departments to ensure effective communication and collaboration
- Oversee daily administrative operations and ensure efficient office management and systems
- Develop, implement and periodically review and update operational policies and procedures
- Ensure compliance with legal, regulatory, and funding requirements
- Manage contracts and insurance
- Identify and mitigate operational risk
- Oversee records management and documentation

Information Technology (IT):

- Oversee IT infrastructure, including hardware, software, data and network systems.
- Implement and maintain data security and privacy policies.
- Manage relationships with IT vendors and service providers.
- Set objectives and strategies for information technology in partnership with management and IT team

Finance:

- Assist in budget preparation, monitor expenses, manage banking functions as directed and ensure timely preparation of fiscal reports and forecasts
- Serve as staff liaison to the board of directors' finance committee
- Ensure compliance with and periodic review of all financial policies and procedures
- Ensure best practices in annual audit

Human Resources:

- Oversee recruitment, hiring, onboarding, and training processes
- Develop and review HR policies and ensure best practices in implementation
- Manage employee records, compensation and benefits programs, and performance evaluations

Qualifications

- Minimum of 5 years of operations leadership experience, nonprofit sector preferred
- Bachelor's degree Broad experience with the full range of fiscal, information technology, human resources and operations functions and systems
- Respected team player who fosters collaboration and cooperation among colleagues to achieve collective goals

- Impeccable integrity, excellent judgment and creative problem-solving skills
- Capacity to oversee and assure successful execution of information technology projects to increase organizational efficiency
- Excellent communication, management and organizational skills
- Proactive mindset, consistently seeking opportunities for improvement and innovation.
- Ability to operate as an effective tactical as well as strategic thinker
- Commitment to the missions of MHAMD and BrainFutures
- Proficiency in Microsoft Office Suite and experience with HR, data and financial software
- Must submit to a background check

Position Classification

Full time, exempt, remote/hybrid, and benefits. Benefits include vacation, sick, personal, and holidays, life insurance, short-term and long-term disability, 403(b) retirement plan, medical, dental and vision insurance, and health savings account.

General Conditions

- Capability to sit or stand for extended periods as necessary to carry out job responsibilities effectively. Proficiency in lifting objects weighing up to 25 pounds when required to fulfill job duties
- Availability of a designated home office space equipped for conducting confidential business, with secured access to high-speed internet for remote/hybrid employment
- Have available/access reliable transportation, along with valid driver's license and active automobile insurance coverage

Location

State of Maryland

How to Apply

Send a cover letter noting your interest and resume to jobs@mhamd.org

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