



nurses  
for sexual & reproductive health  
access. education. community.

## Operations Director

### The Opportunity

Nurses for Sexual and Reproductive Health (NSRH) provides students, nurses and midwives with education and resources to become skilled care providers and social change agents in sexual and reproductive health and justice.

As our organization continues to grow, it is critical that we have the necessary infrastructure and operations expertise in place to adequately support our important programs. We are looking to hire an Operations Director to oversee the day to day operations of the organization. In the Operations Director role, you will be responsible for defining and improving operational policies and procedures. You will be a key contributor to ensuring strategic decision making aligns with organizational goals. This individual will also help identify gaps in our present systems, procedures, and policies and implement new strategies to improve productivity and efficiency within the organization.

This is a full-time, salaried position that will report directly to the COO.

### Primary Duties and Responsibilities

#### Strategic Oversight

- Works with leadership team to develop strategies and policies to ensure that all organizational policies and protocol are in alignment with industry standards and are effective in supporting the work of the organization
- Helps ensure that organizational policies and procedures are in compliance with various federal and state laws and regulations
- Works with the Team to develop and implement operational strategies and systems that support efficiency and transparency across the organization

## HR

- Assist with recruiting, hiring, and onboarding of new staff when necessary
- Assist the COO with Ensuring all legal and regulatory documents are filed and monitor compliance with laws and regulations.

## General Operations

- Perform detailed analyses of existing operations and processes, gathering applicable data and identifying areas for improvement
- Oversees operational systems, processes, and infrastructure while looking for opportunities for improvement or revision.
- Manages day to day business of the organization
- Provides tech and operations infrastructure between departments to ensure consistency and quality standards are met.
- Stays up to date on industry regulations, trends, and technology.
- Works closely with the leadership team to ensure all operational, administrative, and compliance functions within the organization are being properly executed in accordance to regulatory-based best practices.
- Skilled in evaluating and revising operations and procedures in response to organizational change.
- Work with management on budgeting, planning and reporting requirements.
- Assist the COO in developing, planning, and coordinating operational activities.
- Onboard and train new employees to ensure that they adhere to standard operating procedures.
- Offboard employees adhering to standard HR and operating procedures
- Oversee inventory management practices and improve them when necessary.
- Develop and build relationships across the organization to gain consensus and intra-organizational communication.
- Strong knowledge of and experience with network planning and administration for all aspects of IT management and security, including installations, maintenance, and software applications. Ability to bring in reliable, durable, and cost-effective solutions for all IT related needs.
- Complete any required reporting in a timely manner.
- Performs miscellaneous job-related duties as assigned.

## Database Management

- Responsible for maintaining organizations' systems that store and organize data (Click Up, Airtable, AMO, Inspire 360, Concrete)
- Perform database queries across multiple tables to extract data for analysis
- Execute database leadership including processes, list management, and data integrity and security
- Support staff training and onboarding onto database
- Manage forms and data collection mechanisms

- Support data collection efforts (surveys, applications, etc...)

## Management

- Help to manage Team workflows
- Provide performance evaluation and feedback to any staff that you are supervising
- Provide any staff that you are supervising with needed support and guidance

## **Qualifications**

### Required Qualifications

- 5+ years of operations management or similar experience
- Experience in strategic planning
- Knowledge of organizational effectiveness and operations management
- Excellent verbal and written communication, and presentation skills
- Able to multi-task and juggle multiple priorities while still maintaining strong attention to detail
- Excellent planning, organizational, and project management skills
- Highly Adaptable and able to respond quickly to a shifting reality and adjust initiatives and priorities accordingly
- Bachelor's degree in operations management, business, math, technology or related field.

### Preferred Qualifications

- Background working with organizations that focus on SRH, RJ, racial equity and justice, housing justice, LGBTQ rights, etc...
- Some familiarity with the sexual and reproductive health (SRH) sector
- Experience working with non-profits
- Experience with Click Up
- Experience with Airtable
- Experience working with with LMS, CRM, and MMS
- Experience working with Dropbox
- Familiarity with Proton

## **Compensation Package**

- Salary: \$75,000 with opportunity for annual bonus
- Hours: this is a full-time position
- Medical, dental, vision and short-term disability benefits

- PTO package: 13 paid holidays and 6.67 hrs of PTO per pay period
- 401K packages available

### **About the Organization**

NSRH is an organization that is working towards equity and diversity at all levels of our organization and operations, and we recognize that we still have a long way to go. The only way to ensure access to comprehensive healthcare for all is to situate SRH within the larger context of systemic injustice and oppression. In order to do this, we must cultivate partnerships and opportunities for collaboration with the organizations working on these issues. We also recognize that we must address inequities in the nursing field and SRH sector if we want to achieve quality, compassionate healthcare for all.

We must conscientiously work to ensure that our education and research are targeted to address these gaps. The Director of Development and Strategic Initiatives will play a vital role in helping the organization think strategically about how to reach and impact a diverse body of nurses through our educational offerings.

### **Mission Statement**

Nurses for Sexual and Reproductive Health (NSRH) provides students, nurses and midwives with education and resources to become skilled care providers and social change agents in sexual and reproductive health and justice.

### **Vision**

We envision a world in which all people have access to just and dignified full-spectrum reproductive and sexual health care.

To achieve universal access to comprehensive, full-spectrum SRH, all nurses must have access to education and training from pre-licensure, to professional development opportunities for seasoned clinicians. They must also understand how economic and socio-cultural factors impact patients' sexual and reproductive lives and reflect the diversity of the communities they serve. NSRH is helping to realize this vision by providing nursing students, nurses, and midwives with the education, professional development opportunities, and advocacy tools they need to become social change agents in sexual and reproductive health and justice.

We have identified 3 Strategies for addressing this mission:

1. SRH Education and Training
2. Professional Development, and
3. Advocacy Tools and Training

*NSRH is proud to be an equal opportunity employer and does not discriminate based upon race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. Our goal is to cultivate a diverse organization that is representative, at all job levels, of the communities that Nurses serve. We welcome applications from members of historically marginalized groups.*

