



JOB TITLE: Associate Director

ORGANIZATION: Operation Access

HOURS: Full-time

COMPENSATION & BENEFITS: A salary range starting at \$82,000 (depending on experience). Benefits include health/dental/life insurance, retirement match, paid volunteer time off, a generous holiday schedule, vacation/sick time, partial-remote work options (live in northern California region with the ability to attend in-person meetings, as needed), a phone/internet subsidy, personal and professional development funds, and a sustainable work/life balance.

To apply, send a cover letter and resume to hr@operationaccess.org.

THE ORGANIZATION:

Operation Access is a nonprofit organization that partners with medical providers to donate surgical and specialty care to uninsured people. We advance health care equity for people facing barriers to care, including many immigrants. We are growing from a 9-county service footprint in the San Francisco Bay Area to a region of at least 24 northern California counties. The organizational culture is rooted in collaboration, distributed leadership, and celebration.

JOB OVERVIEW:

The Associate Director would oversee our expansion project, working in coordination with a team of Program Managers who lead work in specific regions. They would also lead staff learning, professional development, and wellness across the organization with an equity, diversity, and inclusion lens. They serve on a director team with the Program Director, Development Director, and CEO, to whom they report.

The ideal candidate brings experience working in people operations: inspiring, developing, and empowering individuals and teams. Additionally, they will bring a deep commitment to care coordination in underserved communities and the ability to advance organizational relationships with healthcare stakeholders and community organizations. Finally, we are seeking an entrepreneurial leader with experience managing a growing organization and an eye for the continuous improvement of organizational systems. Candidates who are a match for some but not all of these components may be considered and are encouraged to apply.

MAJOR RESPONSIBILITIES:

Program Development and Growth

- Oversee progress toward internal benchmarks and external deliverables in our multi-year grant to expand donated care coordination services throughout 15 new CMSP counties (North Coast, North State, Madera and Kings counties).
- Supervise staff who are managing a combination of expansion work and ongoing programs.
- Collaborate with staff to recruit physician volunteers, health system partners, and referring community clinics in counties where we are committed to expand and in additional counties where community need, potential service capacity, and funding are evident.
- Support our core work of care coordination and medical volunteer engagement.

Organizational Support

- Lead staff learning, professional development, and wellness activities across the organization, with an emphasis on equity, diversity, and inclusion.

- Initiate and strengthen relationships with various funders and funding prospects, including institutional, corporate, and other donors to increase and broaden funding support.
- Collaborate with CEO to support Board of Directors engagement at and between Board/committee meetings, and collaborate on the recruitment of new Board members.
- Collaborate on the development of communications materials, messages, and strategies.
- Collaborate on grant writing, budgets, and reporting.
- Participate in the financial management of the organization as needed.

REQUIRED QUALIFICATIONS:

- Bachelor's degree
- At least 3 years of senior-level managerial work experience in health care or related field
- Experience communicating with physicians, health systems, and community clinics
- Advanced knowledge of health policy, health systems and safety net organizations in Northern California, especially the Central Valley, North Coast and North State
- Experience implementing equity, diversity, and inclusion practices
- Experience supervising staff (setting goals and deadlines, monitoring employee productivity, providing constructive feedback, coaching, etc.)
- Experience in fundraising and financial management
- Highly proficient in Microsoft Office Suite and project management/agile team communication, such as Microsoft Teams and Smartsheet platforms
- Experience addressing conflict in a constructive manner that respects diverse perspectives
- Superior organizational skills and attention to detail
- Superior written and oral communication skills
- Demonstrated skills utilizing emotional intelligence to cultivate colleague and stakeholder relationships
- Able to work some evenings and weekends, as needed
- Able to travel to meetings throughout our service area, as needed/permitted by COVID.

PREFERRED QUALIFICATIONS:

- Fluency in Spanish and English strongly preferred
- Master's degree preferred
- Experience with Salesforce
- AmeriCorps, Peace Corps, & other national service alumni encouraged to apply

As an equal opportunity employer, Operation Access is committed to building a diverse, inclusive culture with a commitment to our values and mission. We strongly encourage applications from people of color and other diverse backgrounds.