

RISE is an emerging leader in coordinated care, crisis respite, and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The Director of Operations is responsible for the day-to-day operations of the agency and reports directly to the Executive Director. The Director of Operations is responsible for all contract compliance, quality and data oversight, internal and external reporting, and the agency's IT, facilities, and office coordination departments. As a member of the RISE Leadership Team, the Director of Operations will be involved in implementing the agency's strategic plan and setting policy and organizational goals related to the efficient, effective operation of the Agency.

**Position Responsibilities:**

**Quality Assurance and Data Management**

1. Lead staff members in process improvement work to ensure high quality and effective program, financial and business processes. Help mentor and develop staff competency in ongoing process improvement.
2. Assume lead responsibility for quality assurance and data management, working with agency leadership and staff to ensure that standards are met.
3. In collaboration with others, analyze enrollment, quality, and program data for trends. Provide this information to program and financial staff to enhance program effectiveness.
4. Work closely with Program Supervisors and Directors to develop policies and procedures necessary to achieve effective and/or evidence-based programs and meet contractual requirements.
5. Prepare reports required by contract or requested by county officials or the agency Executive Director.

### Operations

1. In collaboration with the Executive Director, lead the agency's strategic planning process and plan implementation.
2. Manage business operations and contractual obligations.
3. Monitor policy development and opportunities at state, county, and city level that impact agency operations.
4. Provide project management for agency operations and programs/departments as needed to ensure effective and efficient integration between programs and business operations.
5. Serve as the agency's HIPAA Compliance Officer and train agency staff in HIPAA regulations and ensure compliance with all HIPAA regulations.
6. Act as initial contact and respond to participant complaints, appeals, and grievances while monitoring the process and related timelines.
7. Participate in review and revision of existing policy and procedures to maintain effective practices.
8. Promote positive team morale and team effectiveness to ensure contract goals are met.
9. Supervise and participate in the training of professionals, paraprofessionals, students, and volunteers, as requested.
10. Review monthly financial reports to ensure that program budgets are being followed and provide budget recommendations for relevant areas of oversight.

### **Supervisory/Management Responsibilities:**

#### Information Technology

1. Direct supervision of the IT Systems Administrator.
2. Support the IT Systems Administrator's work with the Managed IT Service Vendor to ensure critical IT infrastructure is in place and meeting operational and functional needs.
3. Coordinate with IT staff on the development and implementation of a Centralized Participant Database and other software solutions as needed.
4. In collaboration with the IT Systems Administrator, work effectively with others on development, functioning and modifications to Information Systems related to program data and outcomes.
5. In partnership with the IT Systems Administrator analyze the current information technology infrastructure and scope out the next level of information technology and financial systems that support the growth of specific programs and the organization overall.

#### Facilities

1. Direct supervision of the Facilities Manager.
2. Provide guidance and support to the Facilities Manager in the day-to-day efficient and effective operations of the agency's facilities.

#### Office Administration

1. Direct supervision of the Office Coordinator.
2. In collaboration with the Office Coordinator, ensure effective and efficient office and administrative support to meet the needs of the agency.
3. Oversee policy and procedure related to participant records and work with administrative staff to implement records policies and procedures.

**Required Qualifications:**

- Bachelor's degree in business administration, human services or related field.
- 5 years' relevant work experience in business, nonprofit, or human services, providing leadership in areas of operations and administration.
- 2 years' relevant supervisory experience.
- Demonstrated ability to provide programmatic, financial, contract management and quality assurance oversight.
- Experience with data analysis, management, and reporting.
- Previous experience with handling sensitive and confidential information.
- Ability to drive self and others via vehicle.
- Daily access to a reliable vehicle, with valid drivers' license and insurance
- Demonstrated written and verbal communication skills.
- Proficient computer skills, specifically in current versions of Microsoft Word, Excel, Outlook and Power Point; and willingness to learn new skills as needed or required.
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties.
- Demonstrated ability to work as a member of a team.

**HIPAA Regulations:**

As a required part of employment with RISE, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPPA training which describes the policies and procedures for the agency.

**Physical Demands:**

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands and fingers to operate and handle keyboards and computer controls. May be requested to lift materials of up to 20 lbs. Specific vision abilities required include close vision reading. The position requires sitting, standing, stooping, bending, lifting, walking, climbing, speaking and driving. The functions of this position are varied in nature and require the ability to make clear and concise presentations and to respond in an effective and appropriate manner during crisis. The employee is required to communicate effectively via verbal, audible, and written means.

**Work Conditions/ Hours:**

Heated and air-conditioned open office/office environment. Noise levels are usually low to moderate. Moderate travel by vehicle required. The employee may be requested to drive self and others via vehicle. Regular schedule is Monday through Friday, with some scheduling flexibility.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Application Instructions:**

Send completed resume to [hr@risewisconsin.org](mailto:hr@risewisconsin.org)

Alternatively, fax to (608) 250-6637 or mail to:

Attn: Human Resources

RISE

2120 Fordem Ave

Madison, WI 53704

If you need technical assistance or accommodation during the application/hiring process, please email us at [hr@risewisconsin.org](mailto:hr@risewisconsin.org) or call (608) 250-6334.

- Criminal background check is required for employment.

**RISE is an Affirmative Action/Equal Opportunity employer.** RISE offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

*The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. RISE retains the discretion to add duties or change the duties of this position at any time.*