

A BREATH *of* HOPE

L U N G F O U N D A T I O N

Program Operations Director

PRIMARY FUNCTION:

Reporting to the Executive Director, the *Program Operations Director* is responsible for the organization's day-to-day operating activities including office management, program design and structure, operations management, safety and outcome measurement. The Program Operations Director provides leadership in the strategic planning process and is also responsible for the implementation of established and new initiatives that support the organization's vision for increased research and awareness about lung cancer and improved patient support and education.

This position is responsible for regular updates to the Board of Directors on key initiatives.

KEY ROLES (Essential Job Responsibilities)

Leadership:

- Lead the development and implementation of organizational program goals in relation to need and available resources to facilitate achievement of outlined goals and outcomes for two of three program areas at ABOHLF: Awareness/community outreach; and patient/family support programming and education
- Supervise operations staff including *Patient Support Program Manager (FT)*, *Events Manager (FT)*, *Community Outreach Coordinator (PT)*, *Intern (summer)* and *Office Manager (PT)*
- Play active part in ensuring success of each ABOHLF event, whether third party or signature events (success determined by participant numbers, marketing outreach, awareness messaging received by targeted audiences or general public, revenue, volunteer experience, staff workload balance)
- Ensure that Operations staff are provided the essential training and coaching related to program goal achievement and necessary professional development needed to advance A Breath of Hope's mission
- Maintain a strong, positive team environment where staff are engaged through a deep understanding of the ABOH mission, vision and annual goals

Board Development:

- Work with the executive director and Board of Directors Executive Committee, providing leadership, education and direction on program goals
- Provide monthly written updates to the executive director and board
- Attend occasional meetings of the Board of Directors and Executive Committee, with special focus on Strategic Planning and Vision Setting for programs

- Evaluate overall program effectiveness based on participation, volunteer evaluations and achievement of stated goals
- Recommend to executive director any modifications to improve program performance, as appropriate with stated goals
- Ensure outcome measurement and data analysis drives program improvement and high levels of participation in events, programs and fundraising campaigns

Program Services:

- Manage Third Party Events, with help from Events Manager
- Oversee patient support and outreach programs
- Develop and implement high quality program practices including identification of new programs, training and access to curriculum for staff, outcome measurement guidelines and ongoing coaching and program review procedures
- Provide data protocol and database management support (experience with Blackbaud products such as Raiser's Edge important)
- Provide oversight for outcome measurement and quality improvement strategies.
- Review program design and make recommendations to executive director for improving patient and volunteer experience, as well as program goal outcomes

Marketing and Public Relations:

- Participate in activities to maintain good public relations for ABOHLF programs, services and activities; help build public trust.

Partnership Development:

- With executive director and program manager, create and maintain a wide variety of strategic partnerships with other agencies, funders, members, volunteers, schools, churches, businesses and community organizations
- With executive director and program manager, develop strategic alliances with community leaders and local officials to advance mission of ABOHLF

Resource Management:

- Participate in the development, implementation and monitoring of ABOHLF's annual budget, ensuring that programs and activities are operated within established budgetary guidelines.
- Oversee program outcome measurement and data reporting
- Ensure timely completion of grant report data and narrative information as directed

Communications:

- Maintain positive flow of communication between staff, executive director and external stakeholders

- Create written updates for use by executive director in communicating program and outcome information to board, donors, and community

SKILLS/KNOWLEDGE REQUIRED:

- Must have the ability to supervise staff, understand ABOHLF operations including program development, outcome measurements and data management
- **Candidate must also have proven leadership abilities including employee motivation, problem solving, decision making and delegation**
- Candidate must show demonstrated ability to be flexible and remain calm and positive during sometimes stressful event preparation
- **Experience with Raiser's Edge or other Blackbaud database or event management products**
- High-quality customer service to internal and external stakeholders
- Ability to relate to and work with diverse populations
- Demonstrated success in achieving results independently and as part of a team
- **Microsoft Office applications, including Word, Excel and PowerPoint**
- Strong organizational skills and a talent for creating efficiencies and refining processes
- Strong communication skills, both verbal and written
- Self-motivated with the ability to manage multiple projects simultaneously
- **A minimum of three to five years' experience in non-profit management required**
- B.A. or B.S. degree is required, masters a plus

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Normal office setting near Wayzata with some occasional lifting required. Also must be able to stand for long periods of time on occasion. Position requires work outside normal business hours on occasion and moderate travel is required.

HOW TO APPLY:

Send resume and cover letter and at least one letter of recommendation to:

Nancy Torrison

A Breath of Hope Lung Foundation

PO Box 387

Wayzata, MN 55391

jobs@abreathofhope.org

*References will be collected and called after second interview

*Interviews will be conducted through April or until position is filled