



RIA, Inc. – ready•inspire•act
330 Cochituate Road #1784
Framingham, MA 01701
info@readyinspireact.org

Director of Operations

RIA, Inc. – ready•inspire•act, www.readyinspireact.org

RIA, Inc. is a nonprofit organization serving regions of Massachusetts headquartered in Framingham with an ancillary office in Worcester. Our mission is to stand with, and support, women with experience in the commercial sex trade and its associated exploitation, trafficking, and prostitution, by providing a range of community-based services. RIA uses a survivor-partnered, clinical team approach, with small caseloads, and the capacity to provide mobile support to women as they move through their lives. Our model, *Sisters Leading Sisters*, is one of accompaniment in a journey towards wholeness and healing.

In an effort to deepen our program capacity and grow the organization to the next level, we are looking to hire a *Director of Operations* to build community across our administrative and direct service functions while providing support and oversight to our day-to-day operations, managing administration for direct service staff and volunteers, and supporting the organization towards delivering the highest quality, most effective and dynamic services with the survivors we walk with every day.

Position Description

The director of operations is primarily responsible for leadership, including oversight, and development of the day-to-day operations and continuously providing administrative support/management for up to five administrative staff and eight direct service staff. Administrative staff are engaged in board and leadership team development, onboarding, fundraising, social media output, and communications. Direct service staff are engaged in outreach and the delivery of specialized clinical and peer support services across the regions, including clinical counseling, survivor peer mentorship, accompaniment, and support groups.

The Director of Operations is responsible for managing the participant care encounter database and conducting all new participant intakes which includes case- tracking. The director is also responsible to lead a weekly team meeting where s/he coordinates with the direct service staff assignment of new cases, manages active case list, and maintains a wait list if necessary. Additionally, the



director fills a critical role in identifying programmatic opportunities, evaluating organizational needs, and, as needs evolve, planning for new staff.

Essential Job Functions

Day-to-Day Operations

- **Oversee and support direct service operations of a unique community-based healing and recovery program for adult persons who have experienced complex sexualized trauma due to experiences in the commercial sex trade, exploitation, prostitution, trafficking, etc. Services include one-to-one clinical therapy, accompaniment, survivor peer mentorship, case management and support groups offered both in the community and in the women’s prison (on hold because of pandemic.)**
- **Manage the on-going administrative and resource needs of administrative staff, direct service staff, and related interns and volunteers.**
- **Manage intakes, coordinate case assignment, and track all participant-related activities across the organization.**
- **Oversee service encounter database and data collection, ongoing.**
- **Facilitate weekly case coordination team meetings attended by all direct service staff.**

Grant Data Management & Program Evaluation

- **Manage direct services database and reporting functions as needed for grant purposes including uploading necessary grant reporting data.**
- **Participate in the evaluation of services to include overseeing the data collection process and outcome management.**

Community Liaison (internal and external)

- **Provide opportunities for all staff (administrative and direct) and interns/volunteers to be connected and feel supported across all functions of the organization.**
- **Develop meaningful service relationships with local organizations/agencies towards providing critical financial and other goods and resources for participants on behalf of the direct service staff.**
- **Work closely with the Executive Director for ongoing organizational and community development needs, program evaluation and research.**
- **Participate in monthly team and other related meetings.**

Onboarding/ Training

- **Provide onboarding of staff, volunteers, and clinical interns.**



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- **Provide set-up and training of all employees on use of computers/telephones and other necessary work platforms such as *Zoom* and other service-related databases.**
- **Manage a schedule of community training workshops, led by staff, as needed.**
- **Participating in the hiring process.**

Skills and Experience

- **Demonstrated commitment and practice in understanding the process of healing from complex sexualized trauma and neglect, addiction, and/or chronic homelessness, and supporting others in their experiences.**
- **Demonstrated experience in supporting and developing a positive team environment.**
- **Practice in building effective provider relationships internal and external.**
- **Experience with data tracking, outcomes management and reporting.**
- **Flexible, responsive, and compassionate always when working with others of all backgrounds and experiences.**
- **Ability to handle sensitive personal information and maintain high level of confidentiality.**
- **Demonstrated practice in emergency protocols and safety planning with vulnerable populations.**
- **Willingness and serious interest to be involved and leading a growing nonprofit organization.**

Requirements

- **10 or more years of demonstrated staff leadership experience particularly related to bringing people together in community.**
- **Exceptional communication skills are a MUST including writing and oral communication in English.**
- **Master's degree preferred, in nonprofit management, counseling, or a related field, or equivalent experience and expertise in the field.**
- **A current driver's license and has own vehicle.**
- **A positive and cooperative sense of responsibility that contributes daily to the mission of the organization.**
- **Bilingual language skills are a plus.**



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Hours and Benefits

This is a full-time, exempt position, Monday through Friday during normal business hours with some evenings and weekends required. Benefits include 4-weeks-vacation and paid sick time (up to 40 hours), mileage reimbursement, health reimbursement benefit, and training/education stipend.

Compensation is competitive.

Position is grant funded and renewed annually based on the availability of funding.

Location

RIA, Inc. is headquartered in Framingham with a secondary office in Worcester. Director will work between these two locations. Some remote work may be possible.

How To Apply

Please include a detailed cover letter of interest with related experience, and a current resume/CV to info@readyinspireact.org. Applications will be received until position is filled.

RIA, Inc. is an equal opportunity employer that actively seeks, trains, and promotes candidates from diverse backgrounds including people with lived experience, women, communities of color, the LGBTQ community, and people with disabilities. We seek to hire people from various cultures, nationalities, and ethnicities who bring a range of backgrounds, beliefs, personal experiences, and interests to the organization. RIA understands that our differences inspire us to learn and grow, and enrich each of our lives by deepening our relationships with the people whom we do business.