

Deputy Director for Program Operations (Harm Reduction)

Florence, MA

40 Hours per week

Tapestry Health is committed to providing compassionate, community-based health care to some of the most vulnerable individuals in our region. We are passionate about providing non-judgmental sexual and reproductive healthcare, needle exchange access, overdose prevention and education, HIV/ AIDS prevention and care, and WIC family nutrition.

Under the direction of the Director of Harm Reduction, with the support of the agency's Director of Operations, the Deputy Director for Program Operations carries substantial responsibility for oversight and coordination of the operations of all five Tapestry Harm Reduction program sites to facilitate excellent service provision with a high-functioning, motivated and cohesive team.

The ideal candidate will be an experienced high-level manager with a demonstrated history of accomplishments in the development and implementation of effective processes and procedures who is able to supervise the management of program operations and a diverse staff across multiple sites.

Required Qualifications:

1. Bachelor's Degree or higher in related field or extensive relevant life experience
2. At least 5 years' experience in a supervisory position
3. Ability to work effectively under high pressure circumstances; ability to communicate effectively, both verbally and in writing; ability to communicate effectively with diverse groups of individuals utilizing tact and diplomacy;
4. Considerable knowledge of all areas of best practices relating to communication and implementation, but not limited to: identification, safety, implementation, confidentiality, development, and supervision.
5. Ability to establish and maintain effective working relationships with managers
6. Experienced in administrative and executive management and able to work independently with little or no supervision.
7. Exceedingly well organized, flexible and enjoy the administrative challenges of supporting a multi-partner public and social services program
8. Strong decision making ability and attention to detail
9. Superior interpersonal skills with the ability to work with a wide and diverse variety of stakeholders
10. Ability to work independently and juggle multiple projects and deadlines

11. Strong computer and analytical skills; substantial experience in Windows computer applications
12. Supports the mission and goals of the agency
13. Reliable transportation and a valid driver's license required

Preferred Qualifications:

1. Bilingual Spanish/English Preferred
2. Five years' experience in the HIV/AIDS field, including harm reduction, preferred.

Individuals with relevant personal experience strongly encouraged to apply

Duties and responsibilities:

Daily Operations:

- Work with the Directors for Rural and Urban Drug User Health to oversee the operational day-to-day activities across sites to ensure a cohesive work environment throughout all harm reduction programs.
- Promote standards of respect that provide strong internal and external customer service.
- Ensure that programmatic goals and deadlines are met
- Facilitate timely communication and resolution on all pertinent matters, operational changes, and applicable corrective and preventive actions.
- Support the Assistant Directors for Rural and Urban Drug User Health in meeting staff needs related to professional development and conflict resolution.

Quality Assurance:

- Oversee the development and implementation of all policies and procedures regarding program operations and process improvement for Tapestry's harm reduction sites.
- Ensure that implementation of policies and procedures related to program operations, systems, and staffing are up to date.
- Analyze and review operations including, but not limited to, program monitoring and compliance. Ensure all service delivery is effective and efficient and reflects best practices.

Data Collection and Reporting:

- Directly oversee the Tapestry Harm Reduction Database and develop, implement and evaluate systems to ensure accurate data collection and reporting at all sites.
- Develop regular reports to keep track of site and individual staff productivity. Assure that the programs have useful management information systems with

data that allows management and staff to make informed decisions about program needs and strategies.

- Work with the Director of Operations to ensure timely reporting to state and federal funders.

Other Duties as Assigned

Direct reports:

- Assistant Operations Director for Rural Drug User Health
- Assistant Operations Director for Urban Drug User Health
- LGBTQ Health Coordinator

Working Conditions:

Evening and weekend availability required. Position schedule dependent on needs of participants and programs. Potential exposure to blood borne pathogens. Direct exposure to shooting galleries, bars, clubs and other areas where high risk sex and drug use regularly occur required. Ability to lift items under 40 lbs. required. Ability to sit at a desk and conduct basic administrative duties. Ability to deal with stressful situations.

Based at Tapestry's Administrative Office in Florence MA but some travel to other sites required, up to 20% of position.

Interested candidates can apply by submitting their cover letter and resume to resumes@tapestryhealth.org or by mailing them to:

Tapestry
Attn: Human Resources Dept.
296 Nonotuck Street
Florence MA 01062

Tapestry provides a comprehensive benefits package to eligible employees, which includes: medical, dental, vision, FSA, and 100% employer paid LTD/ADD/life insurance and an Employee Assistance Program.

Tapestry Health is an Affirmative Action/Equal Opportunity employer.