



URBAN MINISTRIES
OF DURHAM

Operations Director

Over 6000 people who are homeless and impoverished receive services from UMD each year. Each day, 300-400 people who have a diverse level of complex needs come to UMD seeking assistance. As a result, the UMD campus is a very busy place where stress and trauma must be managed daily, yet where compassion and support for one another is found in abundance. In addition to clients served, there are over 6,000 volunteers, donors and staff members from partnering agencies who also come to UMD to participate in the life of the agency. The Operations Director will manage the day-to-day operations of UMD's Community Shelter, Community Cafe, security, facilities maintenance, exterior grounds and, in partnership with the Workforce Coordinator, the daily operation of the workforce development activities that use UMD facilities as a training environment, ensuring that activities are carried out with consistent and fair policies and in an environment that is safe, functional and dignified for participants, staff and visitors. The Operations Director will keep UMD's core values of respect, accountability and collaboration in the forefront and help them to be reflected in the daily life of the organization. The Operations Director will be a team player and will work especially closely with the Executive Director and Management Team.

Reports to: Executive Director

Supervisory Responsibility: Lead Shelter Monitor, Café Manager, Security, Workforce Coordinator & Facilities Supervisor.

Duties include:

Shelter Operations:

- Revise and oversee policies and procedures for the shelter to accomplish the therapeutic objectives set by UMD leadership, including:
 - General shelter admission, medication management, bed assignments, shelter monitors daily schedule, shelter access, ban policies and procedures, cleanliness, safety, care of personal client property and laundry.
 - Communicate emergency preparedness plans and procedures to all clients and shelter staff and make adjustments as needed to improve safety.
- Implement an ongoing orientation program for shelter clients to effectively communicate the operating procedures of UMD and the services available at UMD and in the community;

- Direct the collection and inputting of data necessary for documenting basic shelter intake and exit activities in NC Homeless Management Information System by shelter shift leads, monitors and the administrative assistant;
- With the Management Team, identify needs for professional development and training of shelter staff members and develop a plan and schedule for ongoing staff development.
- Train shelter & resource center staff to handle problems as they arise but when additional assistance is needed, help to manage difficult situations using de-escalation, problem solving and conflict resolution skills, drawing in the Clinical Director and appropriate case management staff as needed.

Café and Exterior Grounds:

- Provide oversight of the Cafe Manager and the UMD Community Café meal service, which provides 650 breakfast, lunch and dinner meals daily to shelter and community clients;
- Set expectations for the inclusion of shelter clients in Café operations;
- Develop proposals with outside vendors as necessary for facilities maintenance and repair, and submit to Finance Director for approval and execution;
- Work with outside vendors and the Development Department staff to ensure phones, network computers, and other equipment are maintained;
- Schedule security services and serve as the primary liaison with the local police sub-station;
- Ensure that policies established for behavior in the UMD buildings and on the grounds are appropriately communicated to staff and clients and enforced with respect and in a manner that de-escalates conflicts.

Overall leadership:

- Demonstrate support with empathy and in a way that offers motivation while maintaining professional client/staff boundaries and high ethical standards.
- Manage sensitive and confidential information in a professional manner.
- From time to time, speak publicly in the community to make others aware of the work of UMD.

Please submit cover letter with salary requirements and resume to the attention of Richard Morin at jobs@umdurham.org