

## **POSITION DESCRIPTION**

Position: Operations and Compliance Assistant Director  
Program: Reno Shelters & ReStart  
Reports to: Operations and Compliance Director

Status: Exempt  
Date Prepared: 5/2021

### **POSITION SUMMARY:**

The Operations/Compliance Assistant Director is responsible for assisting in the assurance of compliance for all funding requirements and regulations in both the Reno Shelter and ReStart programs. Under the direction of the Operations and Compliance Director, this position will provide a wide array of reporting and special projects to insure best practices standards and the quality improvement of all programs and services within the Reno Shelters or ReStart.

### **OBJECTIVES/ACTIVITIES:**

- A. Support the Operations and Compliance Director in the responsibility of monitoring grant/contract compliance and outcomes to achieve established objectives of the program.
1. Ensure compliance with contract and funding source requirements.
  2. Assist with the development of staff placement and schedules in order to accomplish program objectives. Report any staffing needs to the Operations & Compliance Director.
  3. Assist with the administration, organization and coordination of Shelter and ReStart programs.
  4. In conjunction with the Operations & Compliance Director and finance department, development of budgets and completion of monthly/quarterly/yearly grant reports.
  5. Attend all required trainings and grant related meetings as requested.
  6. Coordinate grant audits and monitor visits. Provide information for audits and monitoring as requested.
  7. Work with the Program Managers to ensure all employees entering the HMIS (Homeless Management Information System) information is input correctly and accurately per contract requirements. Report any data compliance issues to the Operations & Compliance Director.
  8. Provide HMIS reports as requested.
  9. Gather information and assist in the preparation of reports for various funders.
  10. Conduct case file reviews to assure they are complete and current as needed.
  11. Under the direction of the Operations and Compliance Manager, develop, implement and monitor all operational policies and procedures.
  12. Consult with and advise the Operations and Compliance Director and Regional Director on problems related to the operations of Volunteers of America ReStart program.
  13. Responding to complaints from clients, contracting agents, and other related affiliates as requested.
  14. Complete special projects as assigned.

- B. Assist in the development of new programs and services within the Reno Shelter and ReStart programs.
  - 1. Identify new funding opportunities.
  - 2. Assist in preparing grant applications and requests for proposals.
  - 3. Assist with the implementation of new projects.
  - 4. Provide guidance for new programs as requested.
  
- C. Collaborate with the Program Managers and Operations and Compliance Director in training, development and motivation of staff.
  - 1. Participate in the interviewing and selection of qualified staff as needed.
  - 2. In conjunction with Program Managers and Operations and Compliance Director, establish goals and objectives for staff and assist in the evaluation regarding achievements of established goals.
  - 3. Under the direction of the Operations and Compliance Director, train on policies, objectives and operational procedures; assist with revising and updating such policies when required.
  - 4. Assist in department orientation and training for new employees to assure quality work, taking corrective action as necessary.
  - 5. Help identify appropriate ongoing training for existing staff.
  - 6. Gather information to help the Program Managers and Operations and Compliance Director provide employee performance improvement when necessary.
  - 7. Investigate and respond to staff grievances as requested.
  - 8. Maintain a professional working relationship with all employees.
  
- D. Responsible for self-development.
  - 1. Maintains professional affiliations and enhances professional growth and development to keep up with the latest trends in non-profit management and provision of social services.
  - 2. Continually learn and enhance technical and interpersonal skills.
  - 3. Attend all mandatory training as assigned.
  - 4. Attend all Management Leadership meetings.
  - 5. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.
  - 6. Serve as part of the organization management team by providing information and support for the development of quality operations.
  - 7. Assist with developing community relations and maintaining a positive image of the Shelter and ReStart programs.

**EDUCATION AND EXPERIENCE:**

A minimum of a Bachelor's Degree in Business Administration, Public Policy, Public Administration, Social Work or related field and two years in program, project or business management or a combination of education and experience is required. Must be able to develop and manage policies and procedures. Ideal candidate must have a strong desire to work for an organization dealing with issues unique to homelessness, substance abuse, young adults, seniors, and persons with disabilities. A valid Nevada Driver's License and ability to meet organizations insurance carrier guidelines required.

**SPECIFIC SKILLS REQUIRED:**

Leadership skills  
Excellent technical skills, including database monitoring, Excel, and Word  
Excellent oral and written communication skills  
Ability to assist and motivate other people  
Organizational skills  
Analytical and decision making ability  
Statistical and mathematical skills

**PHYSICAL REQUIREMENTS:**

Lift and move up to 10 pounds  
Stand, walk and sit frequently  
Climb stairs as needed  
Bend and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance from the Operations and Compliance Director or Regional Director. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities to assigned support as needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of staff. The Operations/Compliance Assistant Director is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible. Responsible for actively participating in the development and adherence to program policies and procedures.

**NUMBER OF EMPLOYEES:**

No employees report to this position at this time.

**This Operations and Compliance Assistant Director job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_