



VICE PRESIDENT of OPERATIONS

El Cajon, CA 92020 – September 25, 2021

THE OPPORTUNITY

Home of Guiding Hands (HG) is seeking an experienced senior-level leader to serve as its new Vice President of Operations (VPO). The VPO is an integral part of the Executive Leadership Team working under the direct supervision of the President/CEO. The position is responsible for the direction, management, oversight, compliance, and efficient operations of the following areas of support and program services: Facilities, Transportation, Information Technology/Security, and Risk Management.

With the President/CEO and other executives, the VPO provides strategic leadership, develops short and long-term organizational and administrative strategies, and plans to meet operational and service delivery objectives. The VPO will serve as a team and company leader, bringing new perspectives, energy, approaches, and efficiencies to the work of HG while supporting HG's Mission, Vision, and Strategic Plan.

The ideal candidate has five years of industry experience, with a proven record of accomplishment of streamlining or improving company operations, as well as progressive management and supervisory experience. A Bachelor's degree in business, finance, economics or related field required.

THE ORGANIZATION

For nearly 55 years, HG has been serving individuals diagnosed with developmental or intellectual disabilities such as Down's syndrome, autism, or cerebral palsy. Serving both San Diego and Imperial Counties, we provided direct services to over 3,500 individuals last year of all ages.

At HG, we believe that individuals thrive where they can direct their own lives in settings that offer more fulfilling lifestyles, provides individualized attention, increased opportunities for self-sufficiency, and encourages greater community integration and access. We don't see ourselves as caregivers; instead, we are partners, facilitators, community members, and teachers. Our mission is to improve the lives of those we serve. It is at the core of everything we do.

HG is a dynamic, forward-thinking organization that accepts change and uses its resources responsibly. We act with integrity and professionalism and value our workforce. Open and honest communication, and mutual respect throughout the organization, is a priority.

ESSENTIAL RESPONSIBILITIES

Responsibilities include leadership in implementing policies, procedures, systems, and processes for the following departments:

Facilities/Maintenance - Provides direction, management, and supervision of the department's 7–8 current employees. Is responsible for all remodeling and renovation projects, safety, and maintenance of HG's 31 community-based homes and two office spaces. Ensures all facilities comply with state, federal, and local ordinances, laws, regulations, and guidelines. Skills and licenses in construction or general contracting are a plus.

Transportation – Provides direction, management, training, and supervision of the Transportation Department, with approximately 35 employees and a fleet of 15 buses that provide fixed-route services throughout San Diego County to over 200 persons with disabilities. Responsible for HGH’s fleet of 40 vans and trucks assigned to 28 occupied group homes and maintenance staff.

Information Technology/Security – Provides direction, management, supervision, and leadership of the department and 2 full-time employees who provide support and network administration to all HGH locations and users.

Risk Management – Responsible for all aspects of HGH’s risk management, work closely with CFO on negotiation and procurement of insurance policies such as property, liability, vehicle, D & O, EPLI, umbrella, and cyber liability. Leadership, oversight, and coordination with brokers and carriers of all claims management. Work with Human Resources and Operations Departments to effectively manage the Safety Program and Injury Illness Prevention Program (IIPP) to reduce incidents by providing ongoing education, training, communication, and incentives.

PERSONAL CHARACTERISTICS & VALUES

- An empowering and authentic leader, an excellent listener who seeks and values a range of viewpoints, but is also comfortable making a final decision.
- Maturity and sound judgment to act thoughtfully and lead effectively.
- An analytical thinker who can develop and apply strategy, using an inclusive approach. Keen analytical skills and the ability to think critically, evaluate risk, make sound decisions, solve problems, and explain and justify recommendations to diverse audiences.
- Excellent written and oral communication skills, including solid presentation and facilitation abilities. An executive presence that inspires confidence and can well represent the program’s team and the organization.
- Enthusiasm for organizational change and the patience and confidence to serve as a leader in team building and change-management processes.
- Sensitive, respectful, and empathetic in understanding staff and clients’ needs. Able to build trusting relationships.

COMPENSATION AND CULTURE

Salary is competitive and commensurate with background and experience. The anticipated salary range for the position is \$120,000 – 140,000 annually. The benefits package includes various health plan options, a generous 403(B) retirement savings plan, paid time off, and professional development and educational opportunities.

COVID-19 – Interviews are conducted in person, in a socially distanced setting; masks are required throughout the public spaces of the office.

TO APPLY

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