



Director of Operations Position Announcement

November 30, 2023

To apply, please click [here](#).

Salary: \$100,000 plus benefits

**Applications requested by December 31, 2023
and accepted until the position is filled.**

The Opportunity

Healing Transitions seeks its first Director of Operations to help the growing organization achieve its vision for “a community where addiction is treated as a health issue and no one dies waiting for services.” Since its founding in 2001, Healing Transitions has been what one supporter calls “an anchor of dignity, light, and hope” to those fighting their addiction and reclaiming purposeful, healthy lives. The organization has served more than 40,000 men and women since inception (based on annual census; includes duplicate numbers – someone who shows up multiple times).



In the shadows of the pandemic and with Wake County’s status as North Carolina’s fastest-growing county, the demand for Healing Transitions services is more acute than ever. In light of the demand, the organization has responded. Since 2019, Healing Transitions has raised nearly \$24 million to extend its reach. The recovery villages on Healing Transitions men’s and women’s campuses

have been expanded, and a new recovery center has been added at the men’s facility. This growth in services has placed greater demand on the Healing Transitions’ staff, 80% of whom are alumni of the program. With this growth and following a strategic planning process, the Board and staff leadership made the determination that a Director of Operations (DO) position should be added to the leadership team. As the Healing Transitions number two executive, the DO will play a key role in helping the organization advance its mission to improve recovery outcomes by providing critical oversight for all operational functions.

The Organization

Since 2001, Healing Transitions has helped thousands of individuals believe they can stop using substances, sustain that life change, and become productive members of society. Healing Transitions operates on a basic premise that to initiate recovery, people with addiction need an alternative to emergency departments, jails, and the streets. Instead, addiction should be approached from a chronic healthcare framework and individuals should be connected to additional resources for sustained recovery.

This belief is encapsulated in the Healing Transitions mission statement:

“Our mission is to offer innovative peer-based, recovery-oriented services to homeless, uninsured, and underserved individuals with alcoholism and other drug addictions. Our program is specifically designed to rekindle a person’s desire and ability to lead a more meaningful and productive life.”

The organization offers low-barrier access to recovery services on demand, at no-cost to the individual. To enter the Healing Transitions community of recovery, an individual need only be a citizen of Wake County (or from the Trillium catchment area) and at least 18 years old. Healing Transitions delivers its services on two campuses (one serving men and the other women) featuring the following services:



Long-Term Recovery Program: A multi-track experience featuring Healing Transitions own Recovery Dynamics classes; also includes service to campus operations, peer accountability, job readiness, life skills programming, and alumni engagement opportunities.

Emergency Drop-In Shelter: Overnight drop-in shelter services are offered at both the men’s and women’s campuses; in addition, the women’s campus features a coordinated-entry, 27-bed, low-barrier, emergency shelter, regardless of a person’s engagement in other services at Healing Transitions.

Non-Medical Detox: Detox services 24 hours a day, seven days a week offering individuals a safe place to detox and connect to further resources to spur recovery.

Family Services: A weekly Family Support Program open to family, friends, and loved ones of anyone struggling with substance abuse.

Outreach: Healing Transitions extends its peer support outside its own walls to help with recovery priming (getting people ready for change), recovery maintenance (for those living in recovery), and recovery re-engagement (for those experiencing a setback).

While other agencies provide services in this space, Healing Transitions has differentiated itself as evidenced in its organizational mantra “because recovery can’t wait.” What makes Healing Transitions different are these commitments:

- To be **always open**: by offering on-demand recovery services
- To be **always free**: by erecting no financial barriers for its services
- To be **always everyone**: by extending its services to the homeless, uninsured, and underserved, and accepting people as they are (intoxicated or sober, with or without pending charges)
- To be **always another chance**: by giving an individual as many times as it takes to break the bonds of addiction
- To be **always community**: by featuring a peer-to-peer model in its recovery program

In short, the team at Healing Transitions believes “that all people struggling with addiction (especially the homeless, uninsured, and underserved) deserve services on demand – **as many times as it takes** – to find recovery. And we never turn away anyone who’s seeking help.”

The impact of these commitments over two decades has been nothing short of extraordinary:

- 1.8 million+ beds of shelter provided since 2001
- 3.8 million meals served since 2001
- \$50 million of alumni tax withholdings since 2007
- 80% of alumni remain substance-free after 1 year
- 1,329 Recovery Program alumni since 2001

With construction presently underway to expand the facilities on both the men’s and women’s campuses, and a new capital campaign about to begin, Healing Transitions will continue to expand its services and broaden its impact in the future.

The Position

Following the appointment of its present Executive Director Chris Budnick in 2016, Healing Transitions has undergone dramatic growth. In response, its Board of Directors has created the Director of Operations role after careful planning and deliberation to strengthen the organization’s management structure.

A primary goal of this reorganization is to create a more sustainable leadership model by distributing institutional knowledge and organizational oversight to another senior leader, the Director of Operations. Over time, Healing Transitions envisions the Executive Director continuing his work instilling a positive and healthy organizational culture, assessing

organizational opportunities and threats, and providing a long-range vision for the organization. The DO will allow the Executive Director to focus on these tasks more intently, while also providing him the time to expand and deepen his contacts with community partners and transformational donors.

While the Executive Director increasingly focuses “up and out,” the DO will focus “down and in,” on the people and programs of Healing Transitions. Reporting to the Executive Director, the DO will assume day-to-day oversight of 6-7 direct reports that comprise the current leadership team. However, the Board of Directors Operating Effectiveness Committee is exploring a re-organization that would result in the simplification of the leadership team to 3-4 members (i.e. Director of Programs, Director of Finance/Administration – Enterprise Services, Human Resources, IT, Director of Facilities, and Director of Development).

One of the first responsibilities the DO will inherit is to work in collaboration with the Executive Director to develop and launch this new structure. In addition, another essential responsibility will be to ensure that Healing Transitions core services are delivered efficiently, effectively, compliantly, and within budget.



In addition to operational oversight, the DO will collaborate with the Board of Directors, Executive Director, and other key stakeholders to establish long-range goals, strategies, plans, and policies that uphold and advance the organization’s mission and improve recovery outcomes. The essential functions of the DO position will be both wide and deep, ranging from strategic leadership and performance measurement to IT and

database implementation and risk management.

An important aspect of the DO’s responsibilities will be the development of Healing Transitions dedicated operations staff. With a focus on growing and retaining quality employees, the DO will implement training and professional development activities for the operations team. Leveraging strong interpersonal and communication skills, the DO will also team with the Executive Director to promote collaboration between and among internal staff in support of Healing Transitions mission.

The ideal candidate for the Healing Transitions Director of Operations role will be an individual with a powerful combination of leadership assets. Demonstrated competence and proven results in business functions such as human resources, financial management,

and performance management and measurement will be essential for top tier candidates. These hard skills, while necessary, must be complemented by character attributes essential for working in service to the employees and clients of Healing Transitions, a majority of whom are or have experienced significant trauma related to their childhood and addiction. While the DO will be expected to model and hold high standards for programmatic and professional excellence, he or she will have to do so with empathetic recognition of the personal stories behind the more than 70-80% of Healing Transitions employees who are traveling their own road to recovery.

Working at Healing Transitions, while incredibly rewarding, is also persistently demanding. As a key leader within the organization, the DO must be capable of maintaining poise under stress and be present at any moment of the day or evening for a member of the Healing Transitions community who is experiencing trauma.

The Location

The City of Raleigh is the capital of North Carolina, home to several colleges and universities, as well as abundant arts, culture, and recreational opportunities. Fueled by an impressive mix of education, ingenuity, and collaboration, Raleigh and the surrounding “Research Triangle” region routinely rank among the nation’s best places to live, work, and play. Home to more than two million people, the Research Triangle Park has attracted hundreds of companies to the region helping to make it the largest research park in the United States. Perfectly positioned midway between the coast and the Appalachian Mountains, the Triangle offers residents a beautiful place to call home. And while the region continues to grow and offer a superior quality of life, the cost of living remains reasonable.

Informed Consent, Core Responsibilities, and Essential Functions

The leadership of Healing Transitions has been thoughtful in envisioning how the DO role will positively impact the organization. Understanding that to work on behalf of the Healing Transitions mission is as demanding as it is fulfilling, Healing Transitions leaders want to present prospective candidates with a clear understanding of the rewards, challenges, responsibilities, and essential functions of the DO position.

Informed Consent

Informed consent is a component of healthcare and research, providing patients and participants with knowledge of the potential risks and benefits of a procedure or study so

they can voluntarily decide whether to participate. Adequate informed consent is rooted in respecting a person's dignity. Healing Transitions is expanding this concept to those applying for a job or accepting employment with the organization by providing information on potential benefits, hazards, and risks of employment.

The benefits of working at Healing Transitions include:

1. The opportunity to contribute to and witness the process of recovery for many individuals and families
2. Working with a group of passionate and dedicated employees
3. Opportunities for training and professional development
4. Enhancement to one's personal recovery and quality of life
5. Being the recipient of expressions of gratitude and appreciation from participants, families, and the community

Healing Transitions employees have a responsibility to create a safe, supportive culture that provides participants with the opportunity to find recovery, while also guarding against causing harm to those the organization serves.

All employees of Healing Transitions face the potential for secondary trauma as a result of the emotional duress one experiences when hearing about the firsthand trauma experiences of another. In addition to exposure to secondary trauma, Healing Transitions employees have the potential for exposure to events that cause loss and grief, as they may encounter life and death incidents, such as overdose (requiring assisting with overdose reversal), suicide attempts, self-injurious behaviors (i.e. cutting), seizures, cardiac arrest, and stroke.

Core Responsibilities

- **Team Oversight:** Direct and manage four organizational leaders (Director of Programs, Director of Finance, Director of Administration, and Director of Development (indirectly) ensuring each member understands and executes their roles efficiently.
- **Financial Oversight:** Direct and manage the finance leadership team to monitor expenditures, analyze financial data, and ensure the operations remain within budgetary constraints.
- **Recruitment and Onboarding:** Direct and manage the administrative leadership team to recruit, interview, select, and onboard new team members with the necessary skills and qualifications.
- **Training and Development:** Ensure team members receive proper training and resources to perform their roles effectively. Identify opportunities for professional development and growth within the team, ensuring members are equipped with current industry knowledge.

- **Performance Management:** Conduct regular performance reviews, providing feedback and setting clear objectives for team members. Address performance issues promptly and fairly, implementing corrective actions when necessary.
- **Mentorship:** Serve as a mentor to team members, providing guidance, sharing expertise, and promoting professional growth.
- **Conflict Resolution:** Address any interpersonal conflicts or issues within the Team (in collaboration with the Executive Director), fostering a positive and collaborative work environment.
- **Resource Allocation:** Ensure that team members have the necessary tools, resources, and support to complete their tasks effectively.
- **Team Communication:** Facilitate regular team meetings to discuss ongoing projects, address concerns, and ensure alignment with organizational goals.
- **Goal Setting:** Define and communicate clear objectives and targets for the team, monitoring progress and ensuring alignment with the overall organizational mission.
- **Delegate Tasks:** Assign tasks and projects based on individual team member strengths, workload considerations, and organizational priorities.
- **Employee Relations:** Serve as the primary point of contact (in collaboration with the Executive Director) for team members regarding concerns, grievances, or feedback related to their roles or the organization.
- **Promote Organizational Values:** Uphold and instill the organization's values and mission within the team, ensuring a culture of integrity, commitment, and service.
- **Risk Management:** Monitor team activities to identify potential risks, ensuring that measures are in place to address and mitigate these risks.
- **Succession Planning:** Identify potential leaders within the team and prepare them for future leadership roles, ensuring organizational continuity.

Essential Functions

- **Strategic Leadership:** Develop, implement, and oversee the operational strategies in line with the organization's mission and values. Collaborate with executive leadership to define and execute key strategic initiatives.
- **Financial Management:** Develop, oversee, and manage departmental budgets, ensuring optimal allocation of resources and financial sustainability. Evaluate financial performance by interpreting and analyzing financial results and forecasting future trends.
- **Service Oversight:** Supervise and monitor the quality and effectiveness of direct recovery services, recovery support services, shelter services, enterprise services, and facility/food services. Identify and address any gaps or challenges in service delivery.

- **Team Leadership and Development:** Build, lead, and mentor a high performing operations team. Implement training and professional development programs to enhance team capabilities and improve recovery outcomes.
- **Performance Measurement:** Define key performance indicators (KPIs) for operational efficiency and service delivery. Monitor and report on these KPIs regularly, making recommendations for continuous improvement.
- **Policy and Procedure Management:** Develop, implement, and review organizational policies and procedures that support effective and compliant operations. Ensure staff are informed and trained on any policy updates or changes.
- **Organizational Right-Sizing:** Evaluate (in collaboration with the Executive Director) the current organizational structure and roles, making adjustments to optimize efficiency and effectiveness. Oversee any necessary restructuring, including hiring, reassignments, or reductions.
- **Operational Efficiency:** Implement, maintain, and refine a companywide process improvement methodology, such as EOS, Lean Six Sigma, or TQM, to improve service delivery and operational efficiency. Monitor the efficiency of all operational processes, making adjustments as necessary.
- **IT and Database Implementation:** Evaluate the current IT infrastructure and identify opportunities for technological advancements. Oversee the selection, adoption, and integration of new IT systems or databases that support the organization's mission.
- **Compliance and Regulatory Oversight:** Ensure all operational activities adhere to local, state, and federal regulations. Monitor compliance with established policies and procedures, and make revisions as needed.
- **Risk Management:** Identify potential risks to the organization and implement measures to mitigate them. Stay updated on industry trends, challenges, and best practices to preemptively address potential issues.

Required Skills and Characteristics, Work Environment Requirements

Required Skills & Characteristics

Healing Transitions is a great fit for a collaborative, results-oriented leader committed to serving people struggling with addiction, especially the homeless, uninsured, and underserved. Candidates should possess strong strategic planning skills, financial acumen, and operational and technological savvy. Ideal candidates will also have demonstrated success establishing long-range goals and guiding organizations to comply with key policies and regulations.

Other specific skills and characteristics include:

- Bachelor's degree in Business Administration, Operations Management, Public Health, Social Services, or a related field.
- Master's Degree (preferred): MBA, MPA, MSW, or related advanced degree is highly desirable.
- Minimum of 10 years of progressive leadership experience in operations, preferably within nonprofit organizations, healthcare, or service sectors related to recovery and/or homelessness.
- Demonstrated experience in strategic planning and execution.
- A history of budget management, financial forecasting, and resource allocation.
- Experience in implementing and managing process improvement methodologies such as EOS, Lean Six Sigma, or TQM.
- Proven history of IT system/database evaluation and implementation of those tools to enhance operations and data management.
- Previous experience in regulatory compliance and risk management.
- Experience in building and leading teams, with a commitment to diversity and inclusion.
- Strong analytical, problem-solving, and decision-making capabilities.
- Familiarity with local, state, and federal regulations that pertain to nonprofit operations, behavioral health industries and service provision.
- Exceptional interpersonal and communication skills, both written and verbal.
- Demonstrated ability to develop and maintain partnerships both internally and externally.
- Commitment to upholding the highest standards of integrity and professionalism.
- Cultural competence and a deep understanding of the challenges faced by underserved populations.
- Certifications (preferred): Addiction counseling certifications such as MAC, LCADC or NCAC.

Physical Requirements

- Ability to communicate, through speaking and listening, on a regular basis.
- Utilizing hands for handling and reaching.
- Occasional standing, walking, stooping, kneeling, or crawling.
- Must be able to lift 30 pounds without assistance.

Work Environment

- Onsite at Healing Transitions administrative office five days per week. Occasional weekend commitments (i.e. fundraising events).
- Regular use of standard office equipment (computers, phones, photocopiers, filing cabinets, and fax machines).
- Occasional work outdoors.
- Moderate noise within the work environment.
- Periodic travel, both local and out of town, is required.

Salary/Benefits

Healing Transitions is committed to attracting extraordinary leaders for this position. We seek to attract and retain such outstanding employees through a comprehensive package that includes a competitive salary in the range of \$100,000 and a generous employee benefits package that includes medical, dental and vision; long-term disability; basic life insurance; a Simple IRA retirement savings plan with an employer match; professional development; paid holidays; paid time off (PTO); and parental and caregiver leave.

To Apply: Please send cover letter and resume in one attachment by December 31 to [by clicking here](#). Applications will be accepted until position is filled.

Questions: HTsearch@mossandross.com

Healing Transitions is committed to creating an inclusive work environment and welcomes applications from all genders, races, religions, sexual orientations, ages, and any other groups that could bring diverse perspectives to our organization.

Healing Transitions

Administrative Office

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www.healing-transitions.org