



COMMUNITY HEALTH
IMPROVEMENT PARTNERS

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TITLE: Operations Manager, Independent Living Association

REPORTS TO: Director of Strategic Outcomes

SUPERVISES: Project Assistant

FTE: 1.0

PROJECT SUMMARY

Facilitated by Community Health Improvement Partners (CHIP), the Independent Living Association (ILA) is an innovative and first-of-its-kind community-wide effort focused on supporting Independent Living owners, residents and the community by promoting high quality Independent Livings in San Diego County. Independent Livings are privately-owned homes or complexes that provide housing for adults with mental illness and other disabling health conditions. The ILA achieves its mission through mobilizing housing, behavioral health, and public health resources and community partners who are dedicated to creating and promoting quality housing and supporting recovery among at-risk populations through the creation of harmonious living environments and thriving communities.

POSITION SUMMARY

The Operations Manager is responsible for the implementation and administration of all operational components and workflow procedures of the ILA Project Plan, including association membership, education and training, quality assurance, and project evaluation. As a member of the CHIP Team, the Operations Manager will participate in the development and implementation of tactical plans and actively support the core values, vision, and mission of the Community Health Improvement Partners.

DUTIES AND RESPONSIBILITIES

- Manage and track owner membership and associated Directory of high quality Independent Livings.
- Determine member eligibility for listing and promotion on the ILA Directory based on ILA Quality Standards.
- Attend networking events and deliver promotional presentations to community stakeholders and consumers.
- Train and lead a quality assurance team of stakeholders to regularly assess member and applicant homes.
- Contribute process and outcome data to inform project evaluation and advocacy efforts.
- Monitor and ensure compliance with large-scale grant contract deliverables including supporting the development of monthly grant reports and updates on project process information to our team.
- Spearhead outreach education and engagement of partner organizations and mental health consumer groups with the ILA program. Outreach settings include regional recovery centers, residential treatment facilities, clubhouses, etc.
- Manage, execute, and report on project timelines and outcomes as defined by the ILA Project Scope of Work and Implementation Plan.
- Serve as the project lead for all general inquiries related to education and membership.
- Support existing and in-progress members to create or include ILA-developed best practice language into their business plans.
- Develop and augment marketing materials and business incentive program to promote the Association and all incentives bestowed to members.



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- Inform ILA team and community stakeholders on emerging best practices and policies to consider as aligned with the augmentation of quality Independent Livings.
- Co-facilitate all ILA committees and work teams and facilitate communication between all committee members, subcontractors, home owner members, and other project partners and subject matter experts.
- Manage ILA Project budget and assist with invoice submittal, as needed.
- Provide leadership and direction to the ILA Project Assistant.
- Other duties as assigned.

EDUCATION/EXPERIENCE REQUIRED

BA/BS degree in related field required; Advanced degree is preferred; combination of education and work experience will be considered. Two to three years experience working in the housing field, particularly with independent living homes is preferred, but other relevant work experience will be considered. Must have experience convening diverse stakeholders and groups, collaborating on strategies and activities, developing program timelines and outcomes tracking tools, presenting education and training modules to diverse stakeholders, and working towards shared goals and objectives for improving health outcomes.

OTHER QUALIFICATIONS

Must be able to handle multiple tasks simultaneously and be flexible to adapt quickly to changes in the environment. Must be skilled at building strong working relationships within the CHIP member organizations, community partners and government agencies. Experience working in collaborative teams with diverse stakeholders is required. Should be able to engage diverse stakeholders in participative decision-making by building consensus, commitment, and follow through. Experience as an effective project manager is required, with strong skills in working with and training community stakeholders and staff. Excellent written, oral, interpersonal, and presentation skills are required. Event planning experience a plus.

PHYSICAL AND MENTAL REQUIREMENTS

With or without reasonable accommodation(s), the essential functions of this position require certain physical and mental abilities. These abilities include, but are not limited to: sitting, standing, walking, bending, stooping, pushing, pulling, lifting (up to 25 lbs.), typing, writing (in English), reading (English), speaking (English), seeing, hearing, driving, basic mathematical calculations, problem solving, reasoning, composition, and decision-making.

SALARY AND BENEFITS: \$50,000 - \$55,000/based on experience. Includes full competitive benefits package.

Community Health Improvement Partners is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status. If you need assistance or an accommodation during the application process because of a disability, it is available upon request. The company is pleased to provide such assistance, and no applicant will be penalized as a result of such a request.