

## **Senior PharmAssist, Inc. Job Description**

**Title:** Operations Director

**Description of Work:** The Operations Director works in partnership with the management team to guide the clinic operations at Senior PharmAssist. All work is directed towards the agency's mission: Senior PharmAssist promotes healthier living for Durham seniors by helping them obtain and better manage needed medications and by providing health education, Medicare insurance counseling, community referral, and advocacy.

### **Operations**

- Work with the Executive Director to formulate and implement policies to ensure the efficiency of clinic operations so that participants, staff, and volunteers are well-served
- Manage the clinic schedule working closely with the Community/Clinical Services Directors
- Assist with the evaluation of program services, providing oversight and quality improvement related to data entry and extraction using the participant database (FileMaker Pro), scheduling software, etc.
- Guide the staff and consultants to ensure the efficient use of the organization's resources, including information and technology systems (computers, copiers, telephones, etc.), including serving as the staff liaison with our IT consultant
- Works with the Clinical/Community Services Directors to ensure HIPAA compliance and that the agency continues to follow best practices related to protecting health information
- Work with the Executive Director to oversee policies, procedures, and practices related to staff on-boarding and benefits, personnel records management, record retention policies, agency insurance and risk management
- Oversee the process of new-hire orientation, ensuring a smooth on-boarding process
- Conduct screening interviews with older adults to check eligibility for Senior PharmAssist's financial assistance with medications and to understand additional needs they may have
- Continue the work of the organization to become a certified Social Enterprise Organization that works effectively with volunteers
- Serve as the liaison with our landlord related to building issues
- Establish procedures working with support staff to ensure we are prepared in advance for meetings and events
- Support outreach activities and materials distribution
- Other projects as assigned by the Executive Director

### **Management**

- Supervise the Administrative Assistant (part-time) and volunteer receptionists

### **Organizational Relationship:**

- The Operations Director reports to the Executive Director

### **Qualifications and Performance Standards**

- Master's degree with at least five years in operations management experience
- Demonstrate detail-oriented organizational skills and leadership to effectively manage both individuals and projects
- Communicate skillfully in written and oral form with diverse populations
- Strong IT skills; experience with Microsoft Office Suite, database management, and office intranet support

**Competitive salary and benefits**  
**Open until filled but looking to hire ASAP and begin immediately**  
**Apply through indeed.com**  
**No calls or emails please**  
**Senior PharmAssist is an equal opportunity employer**

