



Job opening: Operations Manager

Charm City Care Connection (CCCC) works to connect residents of marginalized communities in Baltimore to high-quality healthcare services and seek to address any obstacles that might threaten that connection. We do this by building long-term partnerships between volunteers and community residents, empowering both parties to learn from each other as they work to promote health and well-being within Baltimore's fragmented healthcare system. Since our founding in 2010, CCCC has worked within a harm reduction framework by meeting people where they're at; in the past year, we have increased our harm reduction services to include a syringe services program, naloxone distribution, and a drop-in center for people who use drugs.

CCCC encourages a collaborative environment where staff are expected to be proactive in their work and encouraged to actively participate in the improvement of service delivery and the development of programs.

Job Description:

This position is a full-time, 40 hours per week position.

The operations manager is responsible for the day-to-day management of the space and the coordination of CCCC's robust volunteer program. Due to the variety of responsibilities and skills, this position requires a high degree of flexibility, initiative, and attention to detail. The operations manager works directly with the other staff members to ensure the drop-in space and services run effectively for our participants. Responsibilities include but not limited to;

Responsibilities:

- Ensure that the drop in space runs smoothly, by coordinating logistics and responding to participant and staff needs
- Manage CCCC's volunteer program, ensuring that it is effective, impactful, and appropriately aligned with CCCC values and mission
- Oversee the community lunch program including; coordinating logistics of food sources and supplies, creating and maintaining partners, and preparing daily lunches
- Coordinate all supplies needed for the space including harm reduction supplies, office supplies, snacks, and administrative items
- Coordinate drop-in coverage including designating tasks to fellow staff members and ensuring space is properly managed
- Work in tandem with staff to collect and analyze ongoing data to inform CCCC's harm reduction services, specifically as it relates to the drop-in space
- Oversee all volunteer recruitment, selection, and onboarding
- Facilitate new and ongoing volunteer trainings based in harm reduction and racial equity frameworks
- Oversee and expand the volunteer board to ensure effective leadership, decision making, and direction
- Provide administrative support and oversight to new and ongoing programming
- Participate in staff meetings and professional development



Requirements:

- Prior office/administration experience, unflagging attention to detail, commitment to accuracy, flexibility, and strong organizational skills are highly desirable.
- We are specifically looking for candidates with an active interest in harm reduction and/or social justice as it pertains to individuals who use drugs and communities impacted by the war on drugs
- Must be committed to working with people who use drugs in a way that affirms dignity and humanity
- Proficiency in computer packages including MS Office applications, especially Excel, is required.
- Must be organized and have strong time-management skills
- Must be an organized, self-motivated team-player, with strong interpersonal and communication skills, and the ability and willingness to be hands-on and solve problems as they arise
- Ability to work with diverse communities (gender, ethnic, age, language, political)
- Ability to master a wide range of information and communicate accordingly
- Excellent communication skills (writing and oral); timely follow up on tasks for staff and supervisor
- Self-motivated to identify and attend professional development training opportunities
- Great attitude and people skills are a must
- Undergraduate degree preferred

Experience: A minimum of one year of relevant work experience is required. We value many different types of previous experience and take a broad view on what experience is relevant, so please include all previous paid employment in your application.

Reports to: Executive Director

Status: Full time

Benefits: Excellent benefits package including medical and retirement savings plan and thirty (30) days (6 weeks) of paid time off per year.

Individuals who have personal experience with drug use, people of color, members of the LGBTQ community, and the formerly incarcerated are strongly encouraged to apply.

How to apply: Send resume and cover letter to HRcccc@charmcityclinic.org

Closing date: Friday, August 23