

<https://www.nten.org/jobs/director-of-operations-3>

Director of Operations

Organization:

[Paths for Families](#)

Type:

Full-Time

Salary:

\$93,000 to \$100,000

/ Yearly

Four-day week:

No

Who We Are

Paths for Families is an adoption and family well-being organization that partners with communities dedicated to the life-long work of building and sustaining families. For over 35 years, we've been here for expectant parents exploring adoption, birth parents, prospective and current adoptive families, children in need of adoption, people who were adopted, and professionals in the community. Our mission is to build and support healthy lifelong connections for every child and advocate for continuous improvement of systems that strengthen family well-being.

We practice IDEAS Principles (Inclusion, Diversity, Equity, Access, and Social Justice) and welcome all children, families, and team members regardless of gender identity, gender expression, age, race, religion, wealth, health, marital status, or sexual orientation. With IDEAS Principles as one of our [core values](#), we believe in cultivating a healthy environment in which all employees *feel supported while working to achieve our mission*.

Overview

The Director of Operations leads the organization's operational infrastructure, regulatory compliance, technology, and facilities. Reporting to the Deputy Director, this role ensures that systems, processes, and compliance tools are secure, reliable, and aligned with organizational priorities. The Director oversees a small team responsible for IT support, data systems, and operations, and collaborates with program and development leaders to implement solutions that improve efficiency and client service delivery.

Qualifications and Education Requirements

A minimum of 5-7 years of experience in nonprofit operations or administration is required, preferably within a human services or child welfare setting. Experience with IT vendor management, facilities oversight, regulatory compliance, and nonprofit data systems is required. Demonstrated

ability to supervise and develop staff is required, along with knowledge of compliance and reporting requirements related to public and private grants and child welfare services. A bachelor's degree is required. A master's degree in information systems, business, or related field is preferred.

Preferred Skills

- **Operational Reliability** – Ensures core systems function consistently to support mission delivery.
- **Facilities & Vendor Oversight** – Maintains safe, welcoming space, office lease management, and manages essential vendor relationships.
- **Technology & Data Stewardship** – Oversees external IT vendor to ensure proper function and safeguarding of IT systems and data critical for child welfare compliance and family services.
- **Compliance Support** – Meets funder, licensing, and regulatory requirements with accuracy and accountability.
- **Strategic Alignment** – Contributes to operational planning and ensures systems evolve to meet organizational goals.
- **Collaboration** – Works across teams to align operations with program and organizational needs.

Additional Notes

Each employee is required to complete (and maintain as necessary) a physical exam to include a TB screening, a criminal background check in identified jurisdictions, Child Protective Services Registries check in identified jurisdictions, and orientation training.

Role and Responsibilities

Operations:

- Lead day-to-day organizational operations to ensure efficient, effective, and compliant service delivery across all programs.
- Develop, implement, and continuously improve operational systems, policies, procedures, and internal controls.
- Manage relationships with vendors and service providers to ensure cost-effective, high quality support.
- Monitor organizational performance metrics and operational outcomes, providing regular reporting to Deputy Director.
- Support preparation for external audits and licensing reviews.
- Assist Deputy Director with annual budgeting for G&A.
- Partner with the Deputy Director to align operations staff with organizational strategy, while supporting professional development and role clarity.

Facilities:

- Oversee facilities and office operations, ensuring safe, welcoming, and functional environments for staff and visiting families.
- Negotiate and review leases; recommend action to Deputy Director.
- Identify space needs and prospective sites to meet needs and make recommendations to leadership team.
- Serve as a liaison with landlords and facilities related service providers.
- Coordinate office moves, space planning and maintenance needs.
- Ensure compliance with health, safety, and accessibility requirements.
- Partner with program leaders to align facilities usage with organizational priorities and staff needs.

Information Technology:

- Serve as primary security officer for ensuring security of all electronic data, HIPAA compliance, PCI compliance, etc.
- Manage external IT vendor's oversight of IT infrastructure, including hardware, software, network systems, and cybersecurity, ensuring reliable and secure operations.
- Manage vendor relationships for IT support, security and SaaS tools, balancing cost-effectiveness with quality service.
- Plan and oversee the IT budget to ensure cost effectiveness; partner with the Deputy Director to help develop and oversee G&A budget.
- In conjunction with external IT vendor, safeguard data security, privacy, and compliance with HIPAA, PCI, and other regulatory requirements.
- Supervise and support the IT Support & Operations Specialist, ensuring timely troubleshooting, responsive staff support, and strong system performance.
- Oversee optimization of organizational databases (MAP, SharePoint, Office365), ensuring consistency, usability, and adoption across all departments.
- Act as a thought partner to senior leadership, identifying how IT, facilities, and operations can strengthen organizational performance and foster a culture of collaboration, accountability, and continuous learning.
- Supervise and support the Data & Communication Specialist to maintain agency-wide data standards, dashboards, and reporting processes.
- Ensure integration of data across MAP, SharePoint, and other systems to provide leadership with reliable insights.
- Lead periodic audits of data quality and reporting practices.

- Partner with program and development leaders to design dashboards that track outcomes, financials, and client engagement.

Other Duties: Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Related duties, responsibilities and activities may change at any time with or without notice.

Why Join Us?

If our mission and vision align with your personal values, we may be a good fit! This position provides an opportunity to join a mission focused, welcoming team working together to build and strengthen families.

In addition to a competitive salary, we offer outstanding benefits including:

- Flexible working environment
- Paid Vacation & Sick Leave Over 4 weeks to start!
- Health, Dental & Vision Insurance Including an HRA and FSA
- Paid Life Insurance
- 401k Retirement Plan
- Paid Holiday Leave
- And more!