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twofeathers-nafs.org

Director of Operations, Two Feathers Native American Family Services

INTRODUCTION:

Two Feathers Native American Family Services' vision is to empower local Native American youth and families to realize and live out their true potential. We serve all Native youth and families in Humboldt County. To achieve our goal of building thriving Native American communities, we work with Native youth and families by providing culturally based, youth driven interventions that promote holistic health and wellness.

Two Feathers has grown ten-fold in the last three years, from a team of four staff to a team of 26 staff and multiple consultants. In 2020, the California State Assembly recognized our work for "invaluable healthcare contributions that will continue to build generations of healthy Indian communities."

THE OPPORTUNITY:

The new Director of Operations will partner with the Executive Director on the following priorities:

- Grow, improve, and align programs to meet evolving community needs, including youth and their families and for those with special needs who aspire to break systemic barriers which limit educational attainment and/or economic self-sufficiency.
- Ensure financial sustainability through increased revenue and sound financial stewardship.
- Develop and expand management systems and infrastructure, including data-driven measurement and continual assessment of organizational effectiveness.
- Amplify the voice and influence of the local Native American community in decision and policy making.
- Enhance the trust, credibility, and authenticity of Two Feathers' engagement across all demographics in the Humboldt County region.

As a senior member of the leadership team, the new Director of Operations will co-lead and develop an internal team as a hands-on manager in day-to-day administration, finances, operations, human resources, grants and contracts compliance, and IT. Reporting to the ED and in partnership with the senior leadership team, the Director of Operations will support the vision of Two Feathers to fully accomplish its mission, and to achieve high performance and financial sustainability during a time of accelerated growth.

KEY RESPONSIBILITIES:

Organizational Growth & Leadership

- Partner with the ED to provide vision and oversight of program quality and growth by developing and executing on its strategic plans and facilitating its operations.
- Improve and maintain organizational infrastructure, including management systems, operational policies and procedures, personnel hiring and retention practices, facilities, procurement, finance, record keeping systems and maintenance to maximize efficiency and support future growth.
- Maintain a focus on continuous improvement and organizational capacity building.



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Financial & Grants Management

- Provide transparent fiscal stewardship, ensuring appropriate resource utilization and operation of the organization in a positive financial position, including grants management.
- Work with the Board and accountant to develop and approve annual budgets.
- Ensure adequate insurance coverage, and manage any claims processes, including liability, facilities, directors and officers, and workers' compensation.
- Develop all fiscal and narrative reports as required by funding agencies and the Board.

Staff Management

- Support the hiring of new personnel, including onboarding procedures, coordination of interview panels, training, and leadership development for optimal employee retention and performance.
- Support the ED in the development and supervision of a dynamic leadership team.
- Proactively contribute to an inclusive, performance-based organizational culture that is collaborative, transparent, and respectful of all backgrounds and identities.
- Participate in relevant program-related community meetings.

Operations and Administration

- Manage the repair and maintenance of all owned and leased facilities to ensure the comfort and heightened safety of clients, employees, and visitors.
- Ensure the organization has a modern technology infrastructure that ensures efficiency and effectiveness, along with appropriate training and support.
- Manage personnel operations, including: human resources, administration, risk management, compliance, and performance accountability.

IDEAL CANDIDATE:

The Director of Operations will have at least seven years of professional experience; ideally six-plus years of financial and operations management experience, including a demonstrated track record in administration, human resources, technology, grants, and program management. The new Director will demonstrate a commitment to mentor, support, and partner with staff and volunteers of diverse backgrounds.

Successful candidates will demonstrate a deep connection to our mission and vision, including an appreciation of or previous experience in the unique needs and contributions of the local tribal communities we serve. The Director will bring a management style of working collaboratively with a practice of individual accountability toward shared goals and results.

Qualifications include:

- Financial oversight and budget management experience in an organization with similar funding sources, and similar organizational staff size.
- Experience hiring, training, and supervising personnel, effectively delegating assignments to others, and inspiring/supporting others to build their skills and talents.



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- Experience building and managing budgets while driving sound financial and policy decision making.
- Strong skills in writing, grants and project management, development of organizational systems.
- Ability to lead multiple long- and short-term projects simultaneously, meeting all related deadlines by planning, delegating, and managing work.
- Ability to lead effectively across differences in culture, racial and ethnic backgrounds, socioeconomic status, and identity.
- Degree in business administration, nonprofit management, or relevant field preferred.
- A successful track record in setting priorities; keen analytic, organization and problem-solving.
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
- Ability to translate financial concepts to and partner with colleagues who do not have finance backgrounds.
- Experience working collaboratively and transparently with a Board.
- Technologically savvy with experience selecting and overseeing software installations and managing relationships with software vendors; knowledge of accounting and reporting software.
- Passionate, outgoing, relatable, and energetic presence, committed to transparency and integrity.
- Cultural humility and proven ability to interact authentically and effectively with widely diverse audiences and constituencies.
- Purpose driven, self-directed, problem solver, and knowledgeable at guiding group processes.

ABOUT OUR TEAM'S CULTURE AND BENEFITS:

Our core values:

- Family Spirit & Sense of Community
- Holistic Wellness
- Teamwork
- Positive, Open-minded, and Relational Mindset
- Personal Accountability and Continual Learning
- Service to Community

We offer a generous benefits package, including 80% of the cost of health insurance premiums, ability to join an employer-sponsored retirement plan with a 3% match, and a supportive culture. Compensation for this full-time, exempt role is budgeted at \$65,000-\$85,000.

Two Feathers aims for diversity at every level of our agency. We are an equal opportunity workplace. We do not discriminate based on race, color, religion, sex, sexual orientation, gender (including pregnancy, childbirth, or other related conditions), identity, national origin, veteran or disability status. Two Feathers celebrates and welcomes difference.

TO APPLY:

Please submit a Resume and Cover Letter to Susannah Sallin, Search Consultant to Non-Profits, Email: sallinsearch@yahoo.com. Thank you! We will respond to all applicants.