



Position Title: Operations Manager

Reports To: Executive Director

Department: Administration

Status: NON-EXEMPT – HOURLY

Schedule: 30 hours per week; Monday - Friday, including occasional evenings and weekends. Specific schedule, including balance of on-site and some remote work, has flexibility but is dependent on agency needs and will be agreed upon with your supervisor.

We are taking every precaution to protect the health of our staff and survivors in our programs, including implementing a vaccine mandate for employees. Please read more about our COVID-19 safety measures and changes below [and on our website](#).

Salary Range: \$28.90-\$30.38 per hour starting range, depending on experience; additional \$.50 per hour offered if bilingual in English and Spanish.

Benefits: Raphael House offers a full range of benefits including 100% employer-paid health, dental, vision, long-term disability, and life insurance; generous time off (with first year accrual totaling up to 27 days); retirement plan contribution match of 3%; an Employee Assistance Program with robust supportive resources; paid volunteer hours; and extensive professional development opportunities.



Application Deadline: Open until filled.

Applications will be reviewed and interviews scheduled as submissions are received. Early application is encouraged. *Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered.*

There is no such thing as the perfect candidate, so please apply even if you don't meet all the requirements. Just use your application materials to share what transferrable skills, experiences, and qualities you bring to the table!

About Raphael House

For more than 40 years, Raphael House of Portland has helped survivors of domestic violence and their families find the safety, hope, and independence they deserve. We proudly provide family-centered, culturally responsive, and gender-inclusive services to a diverse community of more than 900 survivors annually. Our confidential emergency shelter is open and staffed year-round, 24 hours a day and our myriad wraparound programs continue supporting families every step of the way as they go on to build safe futures free from abuse. We couple these direct services with a Prevention Education program that teaches thousands of teens each year about equitable relationships and consent—with the goal of stopping domestic violence before it starts.

You'll love working with us because:

- Our employees have voted Raphael House one of the 100 Best Nonprofits to Work for in Oregon for 6 years in a row! In 2021, we placed 10th amongst medium-sized agencies.
- [Diversity, equity, inclusion, and accessibility are a priority here.](#) We're committed to the ongoing work of sustaining an environment where everyone at Raphael House – staff, volunteers, and survivors – feels safe, empowered, and can thrive.
- We are always learning and changing. Your ideas on how to make Raphael House a better place for survivors and staff really matter. Plus, we offer lots of ongoing training opportunities and each employee has an annual training stipend. *Last year our team completed over 660 hours of training!*



- We value self-care and taking breaks. In addition to generous paid time-off, we have a Wellness Committee dedicated to supporting staff, a meditation and gentle movement group for staff (paid time), and so much more.
- We are a family- and community-centered organization and prioritize supporting staff with work life balance. We also have a culture of gratitude, where your hard work is appreciated!
- You receive gift cards to celebrate both your birthday and work anniversary each year.
- You get to take part in life-changing and life-saving work and help create a world without violence!

Position Summary:

Under the supervision of the Executive Director, and as an active member of the Management team, the Operations Manager helps Raphael House function effectively and efficiently. This position is responsible for smooth and safe general operations, including providing basic human resource support to all departments. In service to this goal, this role will have oversight of the Office and Facilities departments and will supervise the Office Manager and Facilities Coordinator. They will help Raphael House maintain consistent policies and procedures, while also helping to ensure compliance with government grants and contracts. A detail-oriented problem solver and dot-connector, the Operations Manager is highly collaborative with excellent interpersonal and communication skills who will foster a positive, inclusive, and collaborative work culture that attracts, keeps, and motivates a diverse staff.

Essential responsibilities:

- General Agency Operations: Work with the management team and across departments to continually build more successful operations that best address organizational needs, while enhancing and sustaining Raphael House's internal capacity. Identify and resolve gaps, and help to operationalize strategies.
 - Grow the efficiency of existing organizational processes, and help create and maintain new systems, with a focus on efficacy, cost-saving, and sustainability.



- Provide inter-departmental project management and guidance, to ensure deadlines and goals are met.
- As supervisor to the Office Manager (part-time) and Facilities Coordinator (full-time), ensure proper oversight of the following:
 - Timely support of employee needs regarding office equipment, technology, and facility.
 - Office management responsibilities including vendor relations, mail and development processes, and inventory, maintenance, and security of all technology, equipment, and supplies.
- Monitor facility processes and status to ensure adherence to Occupational Safety and Health Administration (OSHA) guidelines.
- Direct facility management projects in collaboration with the Facilities Coordinator, including planning for potential future capital needs.
- Serve as a back-up for essential functions of the Office Manager and Facilities Coordinator when they are unavailable.
- Leadership: Contribute to the overall leadership of the agency as an active member of the Management team. Work together to ensure that strategy, growth, and structure are in alignment with Raphael House’s mission, while promoting organizational values of equity, inclusion, and trauma-informed care.
- Policy and Procedure: In collaboration with the Management team, and under the direction of the Executive Director, lead the drafting, communication, and updating of agency policy and procedures.
 - Maintain knowledge of industry trends and best practices, and make recommendations for improvement.
 - Provide guidance and interpretation to staff, and act as a liaison with the IDEA and other staff-led committees who make policy-related recommendations.
- Hiring, Onboarding, and Employee Support:



- Lead the process of recruiting and hiring employees in collaboration with the Executive Director, Management team, and supervisors. Includes position description drafting, applicant screening, and interviewing.
 - Provide agency orientation to new staff, including review of employee handbook, and manage on-boarding in conjunction with supervisors and the Accounting Manager.
 - In collaboration with the Management team, support supervisors in responding to personnel matters.
 - Help maintain consistent HR practices agency-wide, including some administrative processes.
 - Oversee staff training and professional development program.
- Work with program managers, in collaboration with program leads, to help ensure government grant and contract compliance.
 - Attend agency-wide and department-specific meetings.
 - Other duties as assigned.

Supervisory Responsibilities: This position supervises the Office Manager (.5 FTE) and Facilities Coordinator (1.0 FTE).

What we ask of all candidates:

- A passion for Raphael House of Portland’s mission and values. You want to build a future free from violence and oppression!
- An understanding of - and desire to learn more about - the root causes of domestic and sexual violence, and how injustices intersect based on race, gender identity, sexual orientation, and ability.
- The desire and ability to promote an anti-racist, inclusive, and culturally diverse and responsive environment.



- The ability to relate respectfully with people of diverse backgrounds and ages, and to utilize equitable and trauma-informed practices.
- Excellent and respectful interpersonal and communication skills with a good sense of humor!
- Flexible and able to prioritize multiple tasks and deadlines.
- Ability to work independently and collaboratively with others, including with team members, staff, volunteers, board, and community partners.

Qualifications:

- 3-5 years of experience in non-profit management, leadership, and/or program development.
- At least 3-5 years of experience in personnel management including supervising multiple staff simultaneously and basic human resources functions such as hiring and onboarding, policy drafting, etc.
- Bachelor's degree or higher in non-profit, human resources, operations, or business management, or a related field.
- Bilingual/bicultural highly preferred. *Additional \$.50 per hour offered for bilingual English-Spanish speakers.*
- Lived experience as a survivor of interpersonal violence and/or trafficking highly valued.
- Supplemental certifications that demonstrate formal education and knowledge in human resources preferred.
- Excellent writing, editing, and communication skills with an eye for detail.
- Experience and demonstrated ability to simultaneously organize, direct, and manage multiple projects to completion while exercising confidentiality.
- Experience and interest in being a positive leader in agency-wide strategy and day-to-day operations.
- Highly adept at employee relations, including conflict resolution.
- Strength in fostering a positive, inclusive, and collaborative work culture that attracts, keeps, and motivates a diverse staff.



- Experience and skill in basic IT support and troubleshooting technical issues preferred.
- Proficient with Microsoft Office Suite (specifically Word, Excel, and Outlook) and ability to learn new technology as needed.
- Completion of 40-hour domestic and sexual violence advocacy training, or equivalent to be approved by the Executive Director OR expectation that training will be completed within first six months of employment (provided).
- Ability to read, write, and understand English.
- Current valid ID and ability to commute throughout the Portland metro area and beyond to fulfill job responsibilities required. Current valid driver's license, safe driving record, and willingness to operate agency vehicles preferred.
- Ability to lift up to 40 pounds when supporting with Office or Facilities tasks.
- Occasionally available outside normal working hours, including on evenings and weekends.

Work Environment:

This position will work in a traditional but fast-paced setting. Candidate must be able to work under deadlines and stress-inducing conditions, and while wearing a face covering whenever in community spaces or around others. Must be able to move throughout our building, partner agency locations, and other sites; and lift up to 40 pounds, as needed. A domestic violence agency environment can potentially shift from stable to highly-charged and all employees must remain flexible, calm, and creative.

To apply:

Please submit a cover letter, resume, and completed Raphael House employment application form (found on our website at the link below) to Emmy Ritter, Executive Director, at eritter@raphaelhouse.com or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **The position is open until filled.** *No phone calls please, except to request a reasonable accommodation for a disability at (503) 243-5119.*



Download our employment application form from our website at <https://raphaelhouse.com/employment-opportunities/>.

Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered. If any of the three application materials are missing or incomplete, your submission will not be considered.

Safety:

During this pandemic, we are taking every precaution to protect the health of our staff and survivors in our programs, utilizing the most up-to-date recommendations from experts and carefully adhering to Governor Brown's Executive Orders. We have adopted a vaccination mandate for all employees that includes options for accommodations. [Visit our website](#) to learn about the active safety measures we have employed, and how our services and staffing have been adjusted in response to COVID-19.

Raphael House of Portland is an Equal Opportunity Employer

