



## Operations Manager

**FLSA Classification:** Exempt

**Reports to:** Director of R.O.C.K. Mat-Su

**To apply, please visit:** <https://tinyurl.com/rock-ops-manager>

### **JOB DESCRIPTION**

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#### **About R.O.C.K. Mat-Su**

R.O.C.K. Mat-Su (Raising Our Children with Kindness) is a community collaborative working to accomplish two goals: 1) Strengthen families so all children thrive in a safe, healthy and equitable community, and 2) End child abuse and neglect, and reduce adverse childhood/community experiences. R.O.C.K. Mat-Su is a cross-sector community partnership working to influence the systems that affect children and families, guided by the collective impact framework. The Mat-Su Health Foundation serves as the initiative's "backbone" organization, ensuring it is staffed, funded and governed appropriately to carry out its important mission. R.O.C.K. Mat-Su employees are employees of the Mat-Su Health Foundation.

#### **About the Foundation**

Mat-Su Health Foundation (MSHF) is the official business name of Valley Hospital Association, Inc., which shares ownership in Mat-Su Regional Medical Center. In this capacity, the Foundation actively participates in the governance of Mat-Su's community hospital and protects the community's interest in this important healthcare asset through board oversight. The MSHF also invests its assets in charitable works that improve the health and wellness of Alaskans living in the Matanuska-Susitna Borough (Mat-Su).

#### **Position Summary:**

The Operations Manager will be part of a team providing backbone support to the R.O.C.K. Mat-Su cross-sector borough-wide partnership, responsible for driving systems-level change forward by upholding continuity of the collective's strategic vision and by providing day-to-day operational support. The Operations Manager will be responsible for: (1) overseeing the daily operations of R.O.C.K. Mat-Su and developing departmental process improvements; (2) ensuring the R.O.C.K. Mat-Su partnership is well-supported by coordinating recruitment, onboarding and external communication functions; and (3) liaising with other MSHF departments to coordinate and align process improvements.

#### **Job Responsibilities:**

- **Leadership:** Convene and provide leadership for the R.O.C.K. Mat-Su monthly partner meeting; support implementation of the R.O.C.K. Mat-Su strategic plan; integrate use of data-driven decision-making processes within the collective; engage in strategic discussions with the R.O.C.K. Mat-Su partners and staff; liaise with R.O.C.K. Mat-Su Director to determine operational goals; and act in the Director's absence.
- **Management/Administration:** Develop and maintain procedures and processes for R.O.C.K. Mat-Su that are in alignment with MSHF procedures and processes; liaise with

other internal departments to facilitate process improvements for the R.O.C.K. Mat-Su team; provide day-to-day oversight for logistics and procurement; provide coordination and oversight of external communications with partners and the public; and maintain strong communication with contractors and philanthropic funding partners to ensure that deliverables and deadlines are met in a timely manner.

- **Program Management:** Support staff in the management of initiatives that identify, develop and coordinate comprehensive solutions to collectively enact population-level systems-level change for child abuse prevention; serve as a strong, neutral and skilled facilitator to guide the collective toward consensus and strategic progress; provide leadership and facilitation for use of program management tools, tactics and evaluation; integrate the collective impact framework and other theories, models and best practices relevant to achieving the collective's strategic goals; and coordinate meetings, trainings and convenings.
- **External Relationships:** Build and maintain relationships with community partners and other key regional and statewide stakeholders; maintain a full understanding of systems influencing children and families in the Mat-Su; maintain R.O.C.K. Mat-Su's identity as a respected neutral convener; and disseminate R.O.C.K. Mat-Su learning at community and regional platforms.
- **Health Equity Promotion:** Support program alignment with the organizational commitment to promoting health equity and inclusion; support R.O.C.K. Mat-Su's collective commitment to strategically and progressively address historical and intergenerational trauma at a population level; support R.O.C.K. Mat-Su's collective commitment to be strategically guided by authentic community voice; support community-wide healthy equity initiatives and workgroups by implementing equitable policies, practices and assessment on behalf of the collective; and advance personal and professional growth in cultural competency.
- **Travel:** Ability to travel locally up to 10% of time.

#### **Competencies:**

- Experience developing and managing policies, procedures, budgets, grant management and other reporting mechanisms.
- Excellent written and oral communication skills, sensitive to confidentiality and diplomacy required in communicating with people from diverse racial, ethnic, socioeconomic and gender backgrounds.
- Ability to learn quickly, stay flexible and highly organized in fast-paced environment with competing demands while maintaining integrity of work product for self and staff.
- Advanced project management skills, including an ability to think strategically over multi-year horizons, leverage data for decision making, and facilitate cross-sector workgroups.
- Ability to apply advanced theories, models and frameworks, and think analytically to apply to strategic processes working to achieve systems-level change at the population level.
- Advanced understanding of group dynamics and excellent group facilitation skills.
- Ability to occasionally adjust work schedule, work overtime and work evening/weekend hours as needed.

#### **Education & Experience:**

- Bachelor's degree required; degree in public health, social work, education or other related field preferred.



- Minimum of 5 years of proven project management skills.
- Proven leadership skills.
- Super user of Microsoft Office suite and other database management systems.
- Super user of WordPress, social media and marketing platforms.
- Super user of standard office communications systems, hardware, copies and other office equipment.
- Ability to work as needed outside of regular business hours to support meetings and urgent needs.

**Other Duties:** Please note 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. Duties, responsibilities and activities may change at any time with or without notice.

**Work Location:** Wasilla, Alaska

**Work Environment:** Employee will be working in a typical office environment with offices with frequent interruptions, moderate temperature and equipment noise.

**Physical Demands:** Employee will be spending considerable time at a desk using a computer terminal and using personal vehicle to travel to various locations in the community.

**EEO Statement:** MSHF is an equal employment opportunity employer.

**Salary Range:** \$71,784 to \$80,101

**Application Deadline:** Jan. 22, 2024; first review of applicants begins Jan. 8, 2024.