



RIA, Inc. – ready•inspire•act
330 Cochituate Road #1784
Framingham, MA 01701
info@readyinspireact.org

Operations & Outreach Manager

RIA, Inc. – ready•inspire•act, www.readyinspireact.org

RIA, Inc. is a nonprofit organization serving regions of Massachusetts headquartered in Framingham with an ancillary office in Worcester. Our mission is to stand with, and support, women with experience in the commercial sex trade and its associated exploitation, trafficking, and prostitution, by providing a range of community-based services.

Position Description

As a member of the leadership team, the operations manager is primarily responsible for the support and development of the day-to-day operations for up to five administrative staff and eight direct service staff. The operations manager is responsible for maintaining systems within the organization including the service encounter database, staff phones/computers and onboarding, and outreach and community relations. Additionally, the manager fills a critical role in identifying programmatic opportunities, evaluating organizational needs, and, delivering on special projects as assigned and as needs evolve.

Essential Job Functions

Day-to-Day Operations

- Deliver the on-going administrative and resource needs of administrative staff, direct service staff, and related interns and volunteers.
- Manage administrative calendar for admin and direct service staff, including social media, newsletter and website development.

Grant Data Management & Program Evaluation

- Maintain direct services database and reporting functions as needed for grant purposes including uploading necessary grant reporting data.

Community Liaison (internal and external)

- Provide opportunities for all staff (administrative and direct) and interns/volunteers to be connected and feel supported across all functions of the organization.
- Develop meaningful service relationships with local organizations/agencies towards providing critical financial and other goods and resources for participants on behalf of the direct service staff.

Onboarding/ Training

- Provide onboarding of staff, volunteers, and clinical interns.



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Skills and Experience

- Demonstrated commitment and practice in understanding the process of healing from complex sexualized trauma and neglect, addiction, and/or homelessness, and supporting others in their experiences.
- Demonstrated experience in supporting and developing a positive team environment.
- Practice in building effective provider relationships - internal and external.
- Experience with data tracking, outcomes management and reporting, social media and web development.
- Flexible, responsive, and compassionate always when working with others of all backgrounds and experiences.
- Ability to handle sensitive personal information and maintain high level of confidentiality.
- Demonstrated practice in emergency protocols and safety planning with vulnerable populations.
- Willingness and serious interest to be involved and leading a growing nonprofit organization.

Requirements

- 5 or more years of demonstrated staff support experience particularly related to bringing people together in community.
- Exceptional communication skills are a MUST including written and oral communication in English.
- Master's degree preferred, in nonprofit management, counseling, or a related field, or equivalent experience/expertise in the field.
- A current driver's license and has own vehicle, light travel is required of the position.
- A positive and cooperative sense of responsibility that contributes daily to the mission of the organization.
- Bilingual language skills are a plus.

Hours and Benefits

This is a full-time, exempt position, Monday through Friday during normal business hours with some evenings and weekends required. Benefits include paid time off, mileage reimbursement, health reimbursement benefit, and training/education stipend. Compensation is between \$65K to \$75K depending on experience.

Location

RIA, Inc. is headquartered in Framingham with a secondary office in Worcester. Manager will work between these two locations with some travel to meet with staff and community partners.

How To Apply: Please include a detailed cover letter of interest with related experience, and a current resume/CV to info@readyinspireact.org. Applications will be received until position is filled. RIA, Inc. is an equal opportunity employer.