



St. Francis House
Senior Director of Program Operations
Boston, MA

[St. Francis House](#) (SFH) seeks an accomplished human services professional with exemplary operational capabilities to partner with program leadership in driving essential services for Boston's most vulnerable individuals. As the Commonwealth's largest day shelter for adults experiencing homelessness and poverty, SFH serves up to 500 individuals daily, 365 days a year, across two downtown locations. Reporting to the Vice President of Programs and Services, the Senior Director of Program Operations plays a critical role in providing support to Program Directors in the implementation of the strategic vision, goals, and objectives of the agency, while overseeing the day-to-day management and operations of the organization's Integrated Service Delivery model of care.

Established 40 years ago, the nonsectarian, non-profit SFH believes in the worth of every human being and that when people have the right tools, meaningful change is possible. SFH fosters a collaborative culture focused on mutual respect, adaptability, and excellence, providing guests with the resources they need to reclaim their dignity and rebuild their lives. From basic services to rehabilitative and housing support, the agency offers continuous, comprehensive, transformative care.

Position Summary

Reporting to and working in partnership with the Vice President of Programs and Services, the Senior Director of Program Operations will create and evaluate policies and procedures, work flows, and processes to ensure maximum efficiency and effectiveness in achieving programmatic and service delivery goals; provide oversight and support in managing budgets; support Program Directors and Finance in managing contract outcomes and expenditures; and work with Program Directors and HR to ensure recruitment and retention of Program staff.

Qualifications Summary

The ideal candidate has an advanced degree in Social Work, Public Health Administration, Non-Profit Management or other related field (LICSW a plus) and 5-7+ years of progressive program management experience — 3 years at a senior level. The successful candidate will balance leading through influence and team building with a results-oriented approach in budgeting, financial management, and resource allocation; possess exceptional written and verbal communication skills; and demonstrate a commitment to diversity and equity, with a proven ability to foster inclusive program and work environments.

As an Equal Employment Opportunity Employer, SFH is committed to fostering a diverse and inclusive workforce where all staff can reach their fullest potential. SFH welcomes candidates with lived experience and those who have faced historic barriers to competitive employment, in particular, BIPOC, people who are multilingual or multi-cultural, and members of the LGBTQ+ community.

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