

## **DIRETOR OF OPERATIONS - BREAKDOWN**

### **TAU HOUSE**

#### **Group prep – across months prior to arrival**

- Manage payment schedules for groups – payments are typically spread across four installments over about 6 months
- Manage / track all needed paperwork and releases for FM and service locations and Archdiocese
- Approximately 3-4 months out - Initial contact with service organizations (we have about 20 in our regular rotation that we reach out to) for availability of sites to engage groups;
- As planning sheets come in from groups, shift and confirm sites as needed to accommodate needs / restrictions of both groups and sites while ensuring varied experiences while working within

#### **Group Prep – week before**

- Compile working binder for each group each week – their “bible” for the week – includes all info they need from sites and directions to meals prep info, from general schedule to in case of emergency details, end of week evals, etc
- Set up House itself – bedrooms ready, towels out, door signs up, welcome letters / lunch bags prepped and distributed, spot cleaning

**Groups in House** *(Service trip groups typically in House spread throughout mid February – mid April, filling late May – Early August, occasionally in October; Retreat groups sprinkled throughout the year)*

- Purchase groceries for the week (supplement as needed during week)
- Provide meal prep and orientation upon arrival
- Lead morning launches as requested throughout week and closing at end of week
- Create video from photo and use as part of closing at end of week
- Check in with group leaders daily – in person and/or by phone
- Troubleshoot any issues throughout week; on call during entire stay, including overnight

#### **When group leaves**

- prep for next group including laundry and cleaning as needed; data entry of evals

#### **Ongoing throughout year**

- Working with groups to schedule trips and get deposits in and needed paperwork out to them
- Recruiting / reaching out to past and potential groups
- Maintain positive working relationship with St Clement and St Columban
- Develop/maintain effective networking relationships with community agencies and partners:
- Develop program goals, objectives, and effectiveness measures
- Maintain Agency records and reports and assure security of the same
- Manage, support, and motivate Assistant
- Visit worksites as needed to evaluate if sites continue to meet our goals for service
- Actively seek new service site partnerships
- Maintain Tau House facilities in a good condition – laundry, cleaning, basic repairs
- Maintain equipment and supplies at Tau House

#### **Annually**

- Initiate and facilitate lease renewal (yearly) with St Clement and AoC
- Develop and maintain annual operating budget
- Reviews of staff (when applicable)

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### **HAIRCUTS FROM THE HEART**

#### **Ongoing – MMH**

- Hire, manage, support staff – licensed barber (currently 20hrs)
- Maintain effective working relationships with MMH and StAC
- monthly StAC leadership group
- Coach staff, if needed; cultivate respectful relationships

#### **Ongoing – Mobile**

- Hire, manage, support staff – licensed cosmetologist (currently 26hrs on average)
- Maintain effective working relationships with mobile sites
- Maintain fees and MOUs for all sites
- Liaison between stylist and site as needed
- Coordinate full mobile calendar – 33 locations over 23 organizations in 2024
- Coach staff, if needed; cultivate respectful relationships

#### **Ongoing - Vouchers:**

- Track vouchers issued and redeemed
- Process all payment requests within voucher program
- Maintain effective networking relationships with partner distributors and providers
- Visit voucher sites as needed to evaluate if salons continue to meet our goals for service
- Actively seek new service agency, school, and salon partnerships
- Evaluate and adjust materials regularly
- Distribute vouchers as needed

#### **Annually**

- Reviews of staff
- Develop and maintain annual operating budget and oversees expenses
- Renew State licenses

### **OPERATIONS**

- Assist with creating, updating, and maintaining policy and procedure documents and emergency preparation plans within organization as needed
- Serve on organizational Committees as requested
- Maintain website and social media presence for organization
- Manage Amazon Business account for purchasing
- Manage email account accesses
- Act as authorized signer on accounts
- Provide ad hoc technical support as able
- Provide support for newsletter writing as needed
- Provide support for grant writing as needed

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### **COMMUNITY GARDEN**

#### **“Off Season” – Mid November – Mid March**

- Revisit / update contract – goes out late November / early December
- Fees and forms collected January-February – mostly in person
- Plots assigned early March

#### **“In Season” – Mid March – Mid November**

- Work Day coordination – monthly, prep and then 4hrs on a Saturday morning
- General garden management – regularly “walk the Garden” to identify items needing attention
- Work with St Clare groundskeeper on garbage management within the Garden
- Work with Turner Farm and volunteers on compost management
- Community Crop Plot and abandoned plot maintenance (*when applicable*)
- General Gardener support (*when applicable*)

#### **Year Round**

- Assess needed tool repairs and purchases
- Manage all communications for Garden
- Manage interpersonal relationships and resolve conflicts within the Garden
- Manage external collaborations
- Monitor faucets and fence for repairs and maintenance – manage outside repairs

#### **Annually**

- Develop and maintain annual operating budget
- Manual water on and off accordingly for season
- Hose winter storage and spring install
- Coordinate with Rumpke for portalet rental
- Reviews of staff (when applicable)