



## **JOB DESCRIPTION – HR & OPERATIONS DIRECTOR**

Della Lamb Community Services is looking for its next high impact leader to join the Della Lamb leadership team. The HR & Operations Director will live and breathe our hope to inspire a kinder Kansas City through a discerning mindset and a sincere commitment to people-centered leadership. The role will focus on three key areas: human resources and professional development, healthy systems and programs including impact and community feedback, and facilities and infrastructure maintenance and improvements. This role works closely with the Executive Director and program leaders to ensure organizational efficiency, staff engagement, and mission alignment.

Della Lamb Community Services exists to empower its clients to meet the challenges of education, employment, and self-sufficiency in an ever-changing world. Della Lamb is a National Mission Institution in partnership with the United Women in Faith and is a United Way of Greater Kansas City Impact 100 organization. We strongly believe in the dignity of all people and strive to live out our values of LIGHT: learning, integrity, gratitude, health, and togetherness.

The ideal candidate is a mission-driven, systems-minded leader with a strong track record of managing people, processes, and organizational growth in a nonprofit setting. They believe in our mission to welcome refugees, invest in the development of Kansas City's youngest learners, and create high-quality gathering places and programs for youth. They are passionate about investing in the people and systems at an organization, collaborative by nature and skilled at turning feedback into action, and committed to fostering a culture of teamwork, accountability, and continuous improvement. The ideal candidate believes kind is cool, has an insatiable curiosity, and is eager to impact Kansas City by amplifying the gifts and skills of the Della Lamb team. This position reports to the Executive Director.

### ***Responsibilities***

#### **1. HR & Professional Development**

- Serve as the primary contact with Della Lamb's PEO partner and act as the go-to resource and point of support for staff regarding personnel matters.
- Support the growth and development of all team members by ensuring each has a professional development plan in place. Proactively seek out high-quality professional development opportunities for team members.
- Monitor progress and provide tools, resources, and accountability to ensure professional development plans and performance reviews are implemented effectively.

#### **2. Program Performance & Impact**

- Collaborate with program directors to track, report, and assess key performance indicators (KPIs) for each program.
- Ensure timely and accurate submission of performance data.

- Analyze outcomes and communicate program impact, strengths, and areas for improvement to the Executive Director, leadership team, and Board of Directors.

### **3. Internal Communication & Systems Management**

- Establish and maintain effective internal communication practices across all levels of the organization.
- Oversee the implementation and optimization of internal systems and processes.
- Lead monthly reporting efforts and ensure that operational data is accessible and actionable.

### **4. Facilities & Infrastructure Oversight**

- Oversee ongoing maintenance of organizational facilities and property to ensure safety, functionality, and alignment with organizational values.
- Serve as the primary contact with insurance partners, oversee claims, and ensure insurance policies effectively address organizational risk.
- Develop and manage a facilities improvement plan that supports long-term organizational needs.

### **5. Ongoing Needs Assessment & Community Feedback**

- Establish and maintain feedback mechanisms to gather insights from program participants, employees, and community stakeholders.
- Incorporate findings into programs and systems to enhance organizational responsiveness and impact.

### **6. Other Duties as Assigned**

#### ***Professional Qualifications:***

- Bachelor's degree and 10+ years of progressive experience in nonprofit operations, administration, or program management; prior leadership experience strongly preferred.
- Demonstrated experience in people management and staff development, organizational systems, and performance measurement.
- Strong understanding of and cultural sensitivity towards the needs of program participants.
- Proven ability to manage multiple priorities in a dynamic, mission-driven environment.
- Excellent communication and interpersonal skills.
- Strong organizational and project management abilities.
- Tech-savvy and proficient with Microsoft Office Suite and common CRM or data systems.
- Embrace Della Lamb's values of LIGHT: learning, integrity, gratitude, health, and togetherness.