



Operations Manager

About Sista Afya Community Care

Sista Afya Community Care provides free individual therapy, community care, and professional development to women and girls in the Chicagoland area. The mission of Sista Afya Community Care is to build sustainable mental wellness communities by providing affordable and culturally-centered community mental wellness care and education. To date, we've served over 2000 Black women in Chicago and throughout the U.S.

Position Summary:

Sista Afya Community Care is seeking a knowledgeable and dedicated non-profit Operations Manager who is responsible for overseeing the day-to-day functions of the organization, ensuring smooth and efficient operations.

Responsibilities

1. Operational Planning and Management:

- Develop and implement operational plans, policies, and procedures to streamline processes and improve efficiency.
- Identify and resolve operational issues, bottlenecks, or challenges in a timely manner.
- Implement trauma-informed policies and procedures that ensure clinical excellence, HIPAA compliance, and operational efficiency
- Oversee facilities, procurement, and administrative functions to support therapeutic service delivery

2. Financial Management:

- Direct program budgets, fee structures, and grant allocations to maximize accessibility while ensuring sustainability.
- Manage insurance billing, expense tracking, and cost-effective resource utilization.
- Monitor compliance with government funding requirements and donor agreements.

3. Team Development:

- Oversee clinical staffing, including therapists, case managers, and support specialists
- Manage payroll, benefits, and professional development while supporting staff wellbeing
- Ensure compliance with healthcare regulations and labor laws.



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4. Reporting and Documentation:

- Prepare and present regular operational reports, analyses, and recommendations to senior management.
- Maintain accurate and up-to-date records of operational activities, procedures, and documentation.
- Oversee detailed tracking of grant-funded activities, ensuring proper allocation and documentation of expenses per government regulations.

Required Qualifications

- Bachelor's degree in Business Administration, Operations Management, Human Resources or a related field (or equivalent work experience)
- Minimum of 3 years of experience in non-profit operations management experience.
- Minimum of 3 years of experience with human resources, financial management, and cost control techniques.
- Familiarity with healthcare clinic operations including insurance compliance and billing.
- Familiarity with compliance for government grants and contracts.
- Strong organizational, problem-solving, and decision-making skills.
- Excellent communication, attention to detail, and interpersonal abilities.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Office Suite, Google Workspace, Payroll Processing Software, Quickbooks or similar productivity software.

Benefits of joining our team:

- Enjoy a hybrid work environment with a 50% remote and 50% in-person schedule, offering flexibility to suit your lifestyle.
- \$250 Professional Development Stipend & Training.
- 5 PTO Days, 5 sick days per year for vacation, self-care, and personal needs.
- Workplace Retreats and Staff Appreciation Events.
- Sista Afya Community Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.
- Opportunity to support the growth of a mission-driven, impactful organization.



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Location: 50 % Remote; 50% In-person - Applicant Must reside in Chicago or the surrounding suburbs to be eligible for this position.

Part-Time Position: 10 - 15 hours per week | Hourly \$34 - \$36/hour

Application instructions:

To apply, submit your resume and cover letter detailing your experience working in non-profit operations management. At the bottom of your resume include 3 professional references with their name, position, email address, and phone number.

Applications will be accepted until **February 7, 2025.**

We will only contact candidates for interviews. No phone calls or follow-up emails, please. Please email cover letters and resumes to Camesha Jones - Brandon at: hr@sistaafya.com

Anticipated Start Date: March 3, 2025