



## **Deputy Director, Operation Connect**

**Position:** Full Time / Salaried/ Exempt

**Supervisor:** Director, Operation Connect

**SUMMARY:** The Operation Connect Deputy Program Director supports the Program Director in managing the outreach Team and the Operation Commissary Team. This role has primary day-to-day management of the Operation Commissary Team. It also delivers Veteran Assessment and Case Management Support for Veterans experiencing food insecurity with a focus on providing tailored support to aging Veterans.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Outreach Team**

1. Supports the Director, Operation Connect in managing daily outreach team operations, staff supervision and program development.
2. Assists the Operation Connect Program Director with providing guidance and support to Outreach Coordinators, including scheduling, reporting, and service coordination.
3. Assists in the development of Veteran engagement events and collaboration with community partners.
4. Acts as a representative for Operation Connect in the absence of the Director, as needed.

#### **Operation Commissary**

1. Supports the Director, Operation Connect in managing daily Operation Commissary team operations, staff supervision and program development.
2. Provides guidance and support to Operation Commissary staff, including scheduling, reporting, food logistics and service delivery coordination.
3. Oversees daily compliance and implementation of food delivery standards and grant reporting.
4. Assists in the sustainment and growth of partnerships with Second Harvest, VSOs, and other community food partners.

5. Acts as a representative for Operation Commissary in the absence of the Director, as needed.
6. Conducts eligibility and needs assessments for Veterans enrolling in Operation Commissary with a focus on Veterans in the 60+ age group.
7. Facilitates referrals to internal programs, behavioral health partners, and community services with a focus on Veterans in the 60+ age group.
8. Maintains regular check-ins and case documentation to support Veterans navigating food insecurity with a focus on Veterans in the 60+ age group.
9. Supports data collection and analysis related to food resource access and Veteran outcomes.

### **GENERAL DUTIES AND RESPONSIBILITIES:**

1. Adheres to Agency and Department policies and procedures.
2. Participates in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Assists Operation Connect Program Director with program budget development.
4. Serves as a key representative of OSDTN in community and stakeholder meetings.
5. Performs other duties as designated by supervisor or agency.

### **QUALIFICATIONS:**

Bachelor's Degree required. Minimum three years of relevant experience in program management outreach, logistics, or social services. Two or more years in a supervisory role. Master's Degrees in social work, Public Administration, or related field preferred. Must possess current, valid driver's license.

### **OTHER SKILL, ABILITIES, AND QUALIFICATIONS:**

- Veteran Preferred.
- Project management skills, certification preferred.
- Comprehensive knowledge of regional Veteran services and resources.
- Excellent organizational, multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Compassionate, energetic and team focused.
- Comfortable in individual, group and public speaking environments.

### **BENEFITS:**

Fun, mission-driven culture; excellent PTO policy; 401K and subsidized health care, dental, and vision plan.

### **HOW TO APPLY:**

A resume and cover letter should be submitted to [jobs@osdtm.org](mailto:jobs@osdtm.org). No phone calls, please. Selected candidate must pass a drug test and a background check.

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