



## LENOX HILL NEIGHBORHOOD HOUSE

### **Operations Manager**

Tuesday through Saturday, 9 a.m. – 5 p.m. for 4 days and one evening shift each week:  
Full time 35 hrs.

Women's Shelter

### Job Description

Lenox Hill Neighborhood House, widely recognized as one of New York's premier human services providers, is a 125-year-old settlement house that provides an extensive array of effective and integrated services—social, educational, legal, health, housing, mental health, nutritional and fitness—which significantly improve the lives of 20,000 people in need each year, ages 3 to 103, on the East Side of Manhattan. Our constituents include older adults, homeless and formerly homeless adults, children and families, recent immigrants, disabled persons, adult learners and thousands more. Our programs--staffed by social workers, educators, public interest lawyers, Social Workers, advocates and many, many others--include an Early Childhood Center, RealArts After School Program and Summer Camp, Women's Mental Health Shelter, permanent supportive housing residence, two Senior Centers, transportation program for frail seniors, caregivers programs, social adult day program, case management program for frail seniors, transportation program, Food Services, Legal Advocacy Department, Visual and Performing Arts, Fitness & Aquatics, Adult Education and more. For more information on Lenox Hill Neighborhood House, please visit our website at [www.lenoxhill.org](http://www.lenoxhill.org).

We are now seeking an **Operations Manager for our Women's Mental Health Shelter, located in the Park Avenue Armory**, to join us and help us continue our organizational vision and advancement. The Women's Shelter is a 24-hour, 7 days a week program that addresses the critical issues facing 80 homeless women, 45 and over, with histories of mental illness. Through a comprehensive continuum of care that includes social work services, medical and psychiatric care, substance abuse counseling, intensive case management, housing placement, arts and recreation, food and nutrition programs and benefits assistance, our talented, multi-disciplinary team helps clients transition from homelessness to permanent housing.

### **Specific Responsibilities Include:**

- Directly supervise the contracted Security Service and Maintenance Service staff.

- Oversee the proper maintenance and repair of the Women's Shelter building and equipment in order to meet program and operational needs (including equipment, lighting, furnishings, kitchen equipment.)
- Plan and monitor budget for the Shelter's non-programmatic expenses and revenue, including relevant equipment and service contracts.
- Manage all external relationships with vendors and contractors that effect operations of the Shelter facilities including, but not limited to: electricity, waste removal, office cleaning, extermination, utilities, telecommunications, equipment repair, architectural and engineering works, general contractors, plumbers and building managers. This includes obtaining appropriate bids in accordance with Lenox Hill Neighborhood House procedures, securing competitive pricing, minimizing disruption of on-going operations, and ensuring high quality performance.
- Provide training to staff to develop and enhance their ability to work with residents of the Shelter.
- Ensure the shelter complies with all relevant City, State and Federal fire, building and health codes and laws, as well as all program-licensing requirements.
- Participate as needed in all inspections and audits by government agencies, funding sources, insurance companies and other relevant institutions.
- Work with clients directly on issues, which include, but are not limited to: beds, linen, proper storage of personal items, etc.

## **Qualifications**

The Operations Manager must have a minimum of five years of relevant experience. Excellent interpersonal and communication skills, organizational skills, problem solving, leadership skills and computer literacy are required. The successful candidate must be able to delegate tasks effectively and assist staff to reach their maximum potential. Valid NYS driver's license is required. Graduate Degree and/or Certified Property Manager preferred.

### **To apply:**

Interested applicants should send a cover letter, resume, and list of references to: [shelteroperations@lenoxhill.org](mailto:shelteroperations@lenoxhill.org). Applications will be accepted on a rolling basis until the position is filled. No phone calls please.

**EOE**