

## **Director of Operations**

### **About VFOR**

The Vermont Foundation of Recovery (VFOR) is a nonprofit organization committed to supporting individuals in their transition to long-term recovery from substance use disorder by providing safe, affordable, and structured recovery housing across Vermont.

We operate a network of certified recovery homes in multiple communities, offering stable sober living environments where residents are empowered through accountability, peer connection, and community support. At VFOR, we believe recovery is possible for everyone, and we are dedicated to helping people rebuild their lives with access to opportunity, respect, and the resources they need to thrive.

### **Job Purpose**

To build, manage, and scale VFOR's operational infrastructure and statewide network of homes while ensuring a healthy, supportive culture for the staff who provide member care.

### **Position Summary**

Reporting to the Deputy Executive Director and working in partnership with the Leadership Team and Board of Directors, the Director of Operations has primary responsibility for leading all internal operations, regional management, membership management, and organizational scaling functions for the Vermont Foundation of Recovery (VFOR).

The Director serves to codify, steward, and optimize the "VFOR Standard" across all sites, ensuring operational excellence as the organization expands its footprint across Vermont.

This position requires a driven self-starter and builder who is creative, entrepreneurial, and capable of managing multiple priorities as part of a small leadership team in a dynamic, high-growth, collaborative organization. As VFOR scales, the Director of Operations ensures that the organization's growth is matched by a robust people-first infrastructure that supports staff health, retention, and overall satisfaction.

### **Key Duties and Responsibilities**

#### **Strategic Leadership**

- **Operational Strategy:** Translate the Executive Director's and Board of Directors' long-term vision into a comprehensive multi-year operational strategy supported by annual work plans and measurable organizational goals.
- **Leadership & Mentorship:** Lead and motivate staff and volunteers through clear strategic direction and mentorship.
- **Strategic Planning:** Actively incorporate staff feedback into strategic planning to ensure alignment with long-term direction and overall staff satisfaction.

#### **Statewide Operational Excellence & Scaling**

- **Operational Excellence:** Standardize excellence across all Vermont regions, ensuring a consistent “VFOR Standard” is delivered throughout the statewide network.
- **Organizational Scaling:** Create scalable operational systems and “plug-and-play” site models that support efficient expansion across Vermont.
- **Operational Improvement:** Lead operational improvements that enhance VFOR’s visibility, effectiveness, and operational consistency across all recovery residences.

### **Fiscal Stewardship & Efficiency**

- **Budget Development:** In partnership with the Director of Finance, lead the development and management of the annual Operations Department budget.
- **Financial Leadership:** Teach and mentor operational leaders to effectively manage departmental budgets while promoting fiscal responsibility and cost awareness.
- **Operational Efficiency:** Proactively identify and implement operational efficiencies that manage and reduce costs per member, ensuring expansion remains financially sustainable.

### **Data Integrity & Systems Support**

- **Data Accountability:** Ensure the accurate and timely collection of all programmatic and residential data across the statewide network.
- **Systems Management:** Ensure all staff are trained and accountable for accurate data entry that supports organizational systems overseen by the Director of Development and Communications.
- **Cross-Department Collaboration:** Coordinate with the Finance and Development and Communications teams to ensure operational data aligns with fundraising, grant reporting, and financial priorities.

### **Staff Care & Organizational Culture**

- **People-First Culture:** Ensure the “VFOR Standard” of care is applied as thoughtfully to staff as it is to members by prioritizing employee satisfaction, engagement, and long-term retention.
- **Workforce Development:** Assess staffing and departmental needs while growing and developing teams that maintain the highest level of member care.
- **Mission Integration:** Help staff understand how their daily work supports VFOR’s mission and fundraising efforts while encouraging every employee to serve as an ambassador for the organization throughout the community.

### **Desired Qualifications**

- Bachelor’s degree or equivalent combination of education and professional experience.
- At least seven years of progressively responsible leadership experience overseeing operations or multi-site programs.
- Passion for VFOR’s mission and a strong understanding of recovery housing, demonstrated through lived and/or professional experience.
- Deep understanding of the Social Model of Recovery, National Alliance for Recovery Residences (NARR) standards, and SAMHSA/HUD best practices for recovery housing.
- Demonstrated ability to build, lead, mentor, and develop collaborative, high-performing teams.

- Proven self-starter with experience creating and leading new initiatives in a dynamic, growing organization.
- Experience managing complex organizational priorities and achieving measurable operational goals.
- Strong technical and software skills, including experience with member management systems.
- Demonstrated ability to oversee operations across multiple geographic locations.
- Exceptional interpersonal, written, and organizational skills.

### **Compensation & Benefits**

- This position is classified as full-time, exempt.
- Competitive salary commensurate with experience, \$80K - 95K.
- Comprehensive medical, dental, and vision coverage.
- Generous Paid Time Off (PTO) and holiday schedule.
- Retirement plan options.
- Flexible/hybrid work environment.

### **Our Commitment**

VFOR is committed to fostering a collaborative, mission-driven workplace grounded in respect, accountability, and shared purpose. We value leadership that is both strategic and people-centered, and we believe strong internal systems are essential to delivering meaningful impact across the communities we serve.

### **How to Apply**

Please submit your resume and a cover letter outlining your interest and qualifications to VFOR's Human Resources Department at [hr@vfor.org](mailto:hr@vfor.org).

Employment is contingent upon the successful completion of a background check.

This position is supported in part or in full by grant funding. Continued employment is contingent upon the continued availability of funding.

The Vermont Foundation of Recovery is an Equal Opportunity Employer. We welcome and encourage applicants from all backgrounds and do not discriminate on the basis of race, color, religion, sex, gender identity or expression, sexual orientation, age, national origin, disability, veteran status, or any other protected characteristic.