



Title: Director of Operations
Reports to: Executive Director
Job Status: Full-time exempt
Date: August 2026

Mission Statement

SECU Family House on the Richard J. Reynolds, III & Marie M. Reynolds Campus provides affordable lodging and support services in a caring environment for referred adult patients and/or their caregivers who travel to Winston-Salem, N.C. for medical treatment.

Description:

SECU Family House is a 45-room hospitality house serving adult patients and their caregivers. As the only facility of its kind in the Triad, we provide affordable lodging, meals, transportation assistance, and compassionate support to approximately 6,000 guests each year. By removing barriers to access and creating a welcoming home away from home, we help families remain together throughout a medical journey.

Overview

The Director of Operations serves as the Executive Director's strategic operational partner. This position provides leadership and oversight for facilities, volunteer engagement, operational systems, financial management, performance management, risk management, compliance, healthcare partnerships, and continuous improvement initiatives. The Director of Operations translates organizational strategy into measurable operational results and ensures that systems, people, and resources are aligned to support exceptional guest experiences and sustainable organizational growth.

The DO directly supervises the Operations Manager, Facilities Manager, and Finance Manager.

Duties and Responsibilities

Leadership Responsibilities

- Provide strategic leadership for guest services, finance, facilities, housekeeping, safety, referrals, and operational support functions.
- Build a culture of accountability, continuous improvement, hospitality and service excellence.
- Develop annual operational goals and key performance indicators.
- Supervise and develop operational department leaders and establish clear performance expectations.

- Serve as staff liaison to the Services and Facilities Committee and Finance Committee.

Operational Excellence & Organizational Growth

- Design, implement, and continuously improve policies, procedures, workflows, and standard operating procedures.
- Develop and monitor key performance indicators and operational dashboards.
- Evaluate operational technology, data systems and automation opportunities.
- Identify new operational opportunities that increase access to care and organizational sustainability, including Medicaid reimbursement opportunities, healthcare system lodging partnerships, institutional payment arrangements, and other mission-aligned revenue opportunities.
- Support operational planning for future program expansion and increased service capacity.

Financial & Administrative:

- Ensure financial controls and cash handling policies are in place and communicated to staff.
- Negotiate and oversee all contracts related to facility maintenance.
- Develop operational and capital budgets in partnership with the Executive Director.
- Monitor budget performance, cash flow trends, operational expenses, and financial controls.
- Review monthly financial statements and provide meaningful analysis to leadership and board committees.
- Monitor operational spending and vendor contracts.
- Maintain the capital replacement schedule and update as needed to maintain the physical building, including furniture, fixtures, equipment, building and landscaping.
- Prepare board and committee reports related to operational performance and trends.
- Oversee and maintain statistical and guest experience data as it pertains to the occupancy, revenue, average rate, payments, referral, source, diagnosis, patient and caregiver outcomes, and other criteria as determined by the Executive Director.
- Develop vendor relationships to help meet the needs of the SECU Family House and solicit donations to offset operating expenses whenever possible.
- Be the point of contact and communication with HHN and represent the organization at HHN meetings.

Referral Systems and Healthcare Partnerships:

- Maintain and strengthen relationships with referral partners AHWFB/Advocate, Novant, Hospice, and other medical care facilities.
- Cultivate new relationships with referral sources including social workers, nurse navigators and healthcare systems.
- Attend departmental meetings when invited at referring hospitals as invited to provide information regarding referral process.

Facilities, Safety & Risk Management

- Oversee facilities planning and capital replacement schedules.
- Review facilities performance metrics, preventive maintenance programs and vendor performance.

- Lead risk management, emergency preparedness and safety planning efforts.
- Ensure operational compliance with organizational policies and applicable regulations.
- Monitor maintenance and upkeep of the building and grounds and address issues as needed.
- Conduct a monthly walk-through inspection with the Facilities Manager to identify areas needing repair or improvement.
- Provide support for special events, coordinating meeting space setup, or special tasks as needed.

Qualifications

- Bachelor's degree in hospitality, business, healthcare administration or related field preferred.
- Five or more years of leadership experience in hospitality, healthcare hospitality, nonprofit operations, hotels, guest services, facilities or related environments.
- Strong systems-thinking and process-improvement skills.
- Ability to analyze data and develop meaningful performance metrics.
- Exceptional communication, relationship-building and leadership skills.
- Flexible, diplomatic, trustworthy, creative, poised.
- Capable of maintaining a supportive and cheerful attitude.
- Ability to maintain professional manners in order to interface with the Board of Directors and work directly with volunteers, staff, and the public.
- Must be proficient at Microsoft programs including Word, Excel, Outlook and Power Point and CRM.
- Ability to maintain confidentiality when handling sensitive financial data.
- Physical demands for this position include sitting, standing, bending, walking, lifting, and/or moving up to 40 lbs, and answering the phone.

Note: These requirements represent the minimum levels in order to perform the job on a satisfactory basis. Employees must have the ability to satisfactorily perform the essential functions of the job.

Salary

\$84,000 - \$90,000, plus benefits including health/dental/vision coverage and a 403(b) retirement plan with employer match.

[APPLY HERE](#)

SECU Family House has engaged Capital Development Services (CapDev) to conduct a search for this position. Candidates are required to submit a cover letter and a resume. All materials will be kept confidential. Application materials will be reviewed as received. Additional inquiries may be directed to search@capdev.com.