



**1089 Mission Street | San Francisco, CA 94103**  
**Phone: 415-554-8494 Fax: 415-554-8444**  
**[www.stjamesinfirmary.org](http://www.stjamesinfirmary.org)**

**Interim Operations Manager**  
**Full Time, 40 hours per week**  
**\$85,000 annually (Salaried, Exempt)**

**About St. James Infirmary:**

St. James Infirmary (SJI) offers free, confidential, nonjudgmental medical and social services for Sex Workers (current or former) of all genders and sexual orientations. We are the first occupational health and safety clinic in the U.S. run by Sex Workers for Sex Workers! St. James Infirmary works actively to combat racism, classism, misogyny, homo- and transphobia, ableism, and all other forms of oppression that lead to discrimination, stigma, and marginalization.

**Philosophy:**

There are many factors which affect the working conditions and experiences for all Sex Workers including the political and economic climate, poverty and homelessness, stigmatization, violence, as well as the overwhelming intricacies of the legal, public and social systems. It is the philosophy of St. James Infirmary to build upon existing skills and strengths in order to allow individuals to determine their own goals while providing culturally competent and non-judgmental services.

**Position Overview**

St. James Infirmary is currently transitioning our leadership and governance structure, and the Interim Operations Manager serves a critical function in this effort, helping move projects forward to completion. The responsibilities of this position may evolve during this process to accommodate the needs of the organization.

The Interim Operations Manager is a mission-focused, strategic, and process-minded leader who is capable of cultivating a performance culture among a group of diverse and skilled individuals. This role works closely with the Interim Executive Director, Leadership Team, and Board of Directors to determine strategies to best fulfill the mission of SJI. The Interim Operations Manager is the anchor of the organization and is available for all types of tasks - the foreseen and especially the unforeseen. The Interim Operations Manager is professionally experienced with emotional intelligence, has relevant lived experience, can handle any crisis with efficiency and grace, and has the ability to adapt and grow within the role.

The Interim Operations Manager is responsible for all internal operations and works on projects such as developing/streamlining organizational policies, maintaining a functioning physical space, working with other community organizations and groups to increase organizational capacity and enhance programming, and leading program evaluation activities. The Interim Operations Manager has extensive

experience in managing teams, supporting cross-functional collaboration, developing staff, and setting clear goals. The Interim Operations Manager must represent the clinic and our issues both professionally and with style and enthusiasm, have an excellent understanding of Sex Worker issues, harm reduction approaches & social justice, and a background in community and/or public health settings. The Interim Operations Manager will be based in our Mission Street main office, with the possibility of some remote work. Evening and weekend hours may be required on occasion.

## **Duties and Responsibilities**

### Leadership & Supervision

- Provide supervision for IT Manager, administrative and facilities staff, and provide support for operations staff with off-site housing programs
- Manage physical facilities and assets, and supervise facilities staff and consultants
- Work closely with the Interim Executive Director to ensure a high degree of operational functioning, and present organizational updates to the Board at monthly meetings
- Collaborate with the Board of Directors, Interim Executive Director, and Leadership Team to create a strategic plan and implement new processes and approaches to achieve it
- Work together with the Human Resources staff to instill a human capital development and “coaching” culture within SJI - upgrade human resources functions including staff training, compensation and benefits, employee relations, performance evaluation, recruitment and on-boarding
- Provide ongoing support and feedback to the Leadership Team to ensure program compliance
- Work collaboratively with the Interim Executive Director and Leadership Team to develop and monitor conflict resolution and mediation policies and practices
- Coordinate monthly All Staff meetings, weekly Leadership Team meetings, and applicable trainings throughout the year

### Finance Administration & Human Resources

- Coordinate the annual operations plan and budget in partnership with the Interim Executive Director, Finance Director, and Board of Directors
- Develop and implement systems for reporting, measurement, and supporting revenue generation and organizational support
- Document that efficient systems are in place for payroll, employee benefits, and compliance with all labor law and employment practices
- Review all human resources policies and practices, and staffing structures and job descriptions as needed to assure consistent and high-quality operations
- Manage all contracts, including grant agreements, vendor contracts, subcontracts; and maintain active business insurance policies

### Evaluation

- Oversee quality assurance and evaluation activities including creating, delivering, and analyzing staff satisfaction surveys and community needs assessments, reviewing and distributing operational reports, and providing programmatic support during monitoring periods.
- Work with Clinical Director to modify and implement Quality Assurance protocols for health care services
- Lead the performance management process that measures and evaluates progress against goals for the organization

### Communications

- Support existing community partnerships and collaborations, and engage in cross-movement relationship building on an on-going basis
- Ensure contract compliance with all community partners, and coordinate the development and implementation of new partnership agreements
- Analyze the current technology infrastructure and identify the level of information technology needed to support the growth of specific programs and the organization overall
- Oversee enhancements and updates to SJI website and social media accounts
- Respond to media requests as appropriate
- Other related duties and responsibilities to support the working of St. James Infirmary as assigned

### **Required Skills and Qualifications**

- 5+ years experience in nonprofit operations and management, and supervision of staff
- Experience with managing teams, supporting cross-functional collaboration, setting clear goals and implementing action plans
- Knowledge of nonprofit financial management protocols, contract compliance, and audit completion processes
- Ability to effectively build organization and staff capacity, and ensure the organization runs smoothly
- Ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan in collaboration with the Interim Executive Director and Leadership Team
- Broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing
- Experience in or detailed knowledge of the sex industry and occupational health and safety issues affecting/impacting Sex Workers
- Possess a strong understanding of harm reduction, and trauma-informed care principles and programming
- Commitment to cultural humility and experience working with people of different racial and ethnic backgrounds, genders identities, sexual orientations, people who use substances, including injection drugs, those experiencing homelessness, people with mental health challenges, people with disabilities, and people living with HIV/AIDS and/or Hepatitis C
- Commitment to SJI mission and values, ability to provide outstanding leadership and work cooperatively with colleagues and community members with the highest degree of integrity
- Ability to work collaboratively in a team and independently
- Ability to work in a field-based position with flexible hours
- Creative problem-solving skills
- Strong skills for organizational detail, including performing electronic data entry and precise documentation
- Excellent written, verbal, and interpersonal communication skills
- Highly organized and excellent attention to detail
- Ability to thrive and multitask in a fast-paced environment
- Capable of protecting sensitive information in a confidential manner
- Microsoft Office, Web/Internet, Social Media, and general computer literacy
- Bilingual English/Spanish preferred

### **HOW TO APPLY:**

Please submit a thoughtful cover letter explaining your interest in St. James Infirmary and where/how you found out about this career opportunity. Email your cover letter and resume to

jobs@stjamesinfirmary.org. Please write your name and the title for this position (“Your Name – Interim Operations Manager”) in the subject line of your email. Incomplete applications will not be considered.

St. James Infirmary is an equal opportunity employer. *We strongly urge candidates with sex work experience who are trans or gender non-conforming, and/ or people of color to apply.*

**BENEFITS**

St. James Infirmary offers a competitive salary, commensurate with experience and skills, health insurance, vision and dental insurance, and other employee benefits.