



## **Job Title: Director of Home Care Operations**

### **About JFS of Silicon Valley (JFS SV):**

JFS SV empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Since our inception in 1977, we have remained committed to our vision that our community's children, adults, and families have access to affordable and meaningful professional services that help give them a better life. The agency's programs are available regardless of race, religion, sexual orientation, or ability to pay.

### **Job Summary:**

The Director of Home Care Operations will lead the exciting launch and ongoing management of a new private duty home care program at Jewish Family Services of Silicon Valley, a respected non-profit community-based organization. This is a rare opportunity to build something from the ground up—designing workflows, implementing systems, establishing compliance frameworks, and creating seamless coordination across departments. Working closely with Finance, HR, IT, and program leadership, the Director will develop efficient, accurate, and compliant billing, payroll, scheduling, and client service processes. This pivotal role offers the chance for a mission-driven operational leader to shape and scale a service model that delivers exceptional care, empowers staff to thrive, and makes a lasting impact on the community.

### **Key Responsibilities:**

- Lead operational start-up activities for the private duty home care program, including establishing workflows, processes, and procedures that align with organizational goals and regulatory requirements.
- Develop, document, and implement standardized operating procedures to ensure efficiency, compliance, and high-quality service delivery.
- Partner with Finance to design and oversee billing, invoicing, payroll, and accounts receivable processes that ensure accuracy and timeliness.
- Evaluate and integrate systems (e.g., scheduling, CRM, payroll, billing) to ensure seamless data flow, interoperability, and operational efficiency.
- Oversee onboarding and training for staff on new workflows, systems, and operational standards.
- Establish performance metrics and reporting mechanisms to monitor service delivery, operational efficiency, and financial performance.
- Collaborate with leadership to align operational priorities with program growth targets and strategic objectives.
- Ensure all operations meet compliance requirements for state Home Care Organization licensing, wage & hour laws, and applicable non-profit standards.
- Lead problem-solving efforts to address operational bottlenecks and continuously improve systems and processes.
- Serve as the primary operational liaison between the home care program and other departments (HR, Finance, IT, Compliance).
- Implements strategies to increase client admissions, retention and satisfaction.
- Identifies and assesses internal and external issues that affect the operation.
- Collaborates closely with the Director of Aging Services, overseeing office operations including staffing, client care, and administration, facilitating teamwork within the office.

- Participates in the development of the annual strategic plan with a focus on creating attainable revenue, gross profit, operating income, and client growth objectives.
- Ensures monthly and quarterly financial results meet or exceed goals.
- Provides effective and efficient oversight of Operations with optimal customer service, satisfaction and client retention.
- Identifies and evaluates the risks to the company's clients, staff and the integrity of the brand.
- Maintains a billing and collection process to ensure timely receivables.
- Works closely and collaboratively with the Director of Center on Aging Services to meet and exceed sales targets.
- Participate in on-call / after-hours rotation to support operations, client and team.
- Represents the organization at community activities to enhance the organization's community profile and further business development opportunities.

#### **Start-Up Phase Focus:**

- Design and launch all operational workflows, ensuring each step of the client and caregiver journey is clearly defined, documented, and executable. This position will work closely and collaboratively with leadership.
- Ensure the systems of record provide the necessary operational support for scheduling, client management, billing and payroll functions.
- Build relationships across departments to establish communication and accountability processes that support program growth.
- Implement quality assurance and compliance systems from the outset to ensure readiness for audits and regulatory inspections.
- Recruit, onboard, and develop staff with a clear focus on aligning roles and responsibilities to the newly designed service model.

#### **Qualifications:**

##### **Education:**

- Bachelor's degree in Business Administration, Health Care Management, or a related field preferred but not required

##### **Experience:**

- More importantly, 5-7 years of progressive leadership experience in home care, healthcare operations, or a related service industry.
- Proven track record in participating in launching or scaling a home care program or similar service line preferred.
- Experience within a non-profit or community-based organization is highly desirable.

##### **Skills & Competencies:**

- Strong understanding of operational workflows in private duty home care, including scheduling, billing, payroll, and compliance.
- Demonstrated ability to design, implement, and optimize operational systems and processes.
- Financial acumen with experience in budgeting, cost control, and revenue cycle management.
- Proficiency in home care management software, CRM platforms, and integrated system solutions.
- Excellent leadership, communication, and team-building skills with the ability to foster cross-departmental collaboration.
- Strong problem-solving abilities and a continuous improvement mindset.
- In-depth knowledge of state and federal regulations governing Home Care Organizations, wage & hour laws, and labor compliance.

##### **Other Requirements:**

- Ability to work on-site as needed and travel locally for meetings, industry events, client visits and client assessments as needed.
- Participate in after hours on-call rotation.
- Commitment to the mission and values of Jewish Family Services of Silicon Valley a non-profit community based organization.

**Salary and Benefits:**

Salary Range: \$120,000 - \$150,000 , Full -Time, Monday to Friday, and In-Person.

This position is full-time, exempt. The compensation is commensurate with the selected candidate's qualifications and experience.

Benefits include medical, dental and vision care; company contributions to pension plan; optional 403b plan; generous paid time off; supportive colleagues; and a positive work environment in a spacious office.

**Jewish Family Services of Silicon Valley is an equal opportunity employer and values diversity at all levels of the organization. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.**