

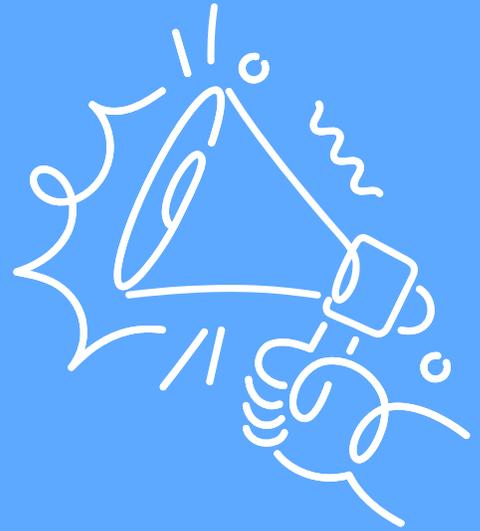
CENTRAL ALABAMA

**WELLNESS**

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# WE ARE HIRING!

## DIRECTOR OF OPERATIONS



### JOB REQUIREMENTS

- Bachelor's Degree in Business Administration, Public Administration, Public Health, Healthcare Administration, or related field
- Minimum five (5) years of progressive operational leadership experience
- Demonstrated track record of improving operational performance, efficiency, or organizational outcomes
- Experience leading multi-department operations or cross-functional teams
- Strong analytical and data-driven decision-making skills
- Experience operating within regulated or compliance-driven environments
- Commitment to high-quality mental health and substance use services

### POSITION OVERVIEW

CAW is seeking a results-driven Director of Operations to serve as the organization's senior operations executive and lead measurable improvements in performance, efficiency, and organizational scale. This role is responsible for driving operational excellence across administrative, facilities, and technology functions while building high-accountability systems that support service quality, compliance, and sustainable growth.

This role is ideal for an experienced operational leader who thrives in performance-accountable environments and has successfully led organizational improvement, scaling, modernization, or operational transformation efforts.

**FOR MORE INFORMATION PLEASE  
VISIT OUR WEBSITE**

 [centralalabamawellness.org/careers](https://centralalabamawellness.org/careers)

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# Director of Operations

## Position Overview

CAW is seeking a results-driven Director of Operations to serve as the organization's senior operations executive and lead measurable improvements in performance, efficiency, and organizational scale. This role is responsible for driving operational excellence across administrative, facilities, and technology functions while building high-accountability systems that support service quality, compliance, and sustainable growth.

The Director of Operations partners closely with the Executive Director and leadership team to execute strategic initiatives, modernize operational infrastructure, and leverage technology to increase efficiency, accountability, and service capacity across the organization. We are seeking a proven leader with a demonstrated track record of improving operational performance, leading cross-functional teams, and delivering measurable organizational impact.

This role is ideal for an experienced operational leader who thrives in performance-accountable environments and has successfully led organizational improvement, scaling, modernization, or operational transformation efforts.

## Compensation and Benefits

This is a full-time, executive-level role offering a competitive salary range of \$80,000–\$100,000. Placement within the range will be based on depth of operational leadership experience, performance results, and scope of prior responsibility. In addition to meaningful, mission-driven work, Central Alabama Wellness offers a comprehensive benefits package that includes company-paid life insurance, participation in the state retirement plan, and a strong paid leave program with vacation, holidays, and sick time.

## Key Impact Areas

The Director of Operations will be expected to:

- Drive measurable operational performance improvements across departments
- Implement systems and processes that increase efficiency and service reliability
- Use technology and automation tools to streamline workflows and reduce administrative burden
- Identify and implement operational technology solutions that improve enterprise-wide efficiency and visibility
- Establish operational metrics, dashboards, and performance reporting structures
- Deliver cross-functional initiatives on time and within budget
- Strengthen internal controls, compliance readiness, and risk management
- Advance digital systems, reporting tools, and process automation across departments
- Support sustainable organizational growth and service expansion

## Primary Responsibilities

- Partner with the Executive Director to execute strategic and operational initiatives that improve organizational performance and scalability
- Lead organization-wide operational functions including administration, facilities, maintenance, and technology to improve reliability, responsiveness, and cost efficiency

- Build performance-driven departmental leadership with clear goals, metrics, and accountability standards
- Establish and monitor strategic projects and performance dashboards to guide decision-making and continuous improvement
- Lead cross-functional operational improvement initiatives that produce measurable efficiency, quality, or service delivery gains
- Deliver large-scale operational and infrastructure projects from planning through implementation with defined outcomes and budget discipline
- Identify, evaluate, and implement technology solutions that improve operational efficiency, reporting accuracy, and cross-department coordination
- Lead operational technology modernization efforts including workflow systems, reporting platforms, and administrative tools
- Drive adoption and effective use of operational systems and digital tools across the organization
- Improve enterprise-wide data visibility through dashboards, reporting tools, and performance tracking systems
- Strengthen operational policies, internal systems, and workflow processes to support staff effectiveness and client service quality
- Lead operational compliance, reporting, and regulatory readiness efforts in collaboration with executive leadership
- Identify and lead partnership and operational expansion opportunities that support program growth and community reach
- Build strong working relationships with board members, partners, vendors, and community stakeholders
- Lead change management and operational modernization initiatives across departments
- Other executive-level operational duties as assigned

## Required Qualifications

- Bachelor's Degree in Business Administration, Public Administration, Public Health, Healthcare Administration, or related field
- Minimum five (5) years of progressive operational leadership experience
- Demonstrated track record of improving operational performance, efficiency, or organizational outcomes
- Experience leading multi-department operations or cross-functional teams
- Proven success delivering complex projects with measurable results
- Demonstrated success using technology to improve operational efficiency and organizational performance
- Strong analytical and data-driven decision-making skills
- Experience operating within regulated or compliance-driven environments
- Demonstrated success managing organizational change and system improvements
- Commitment to high-quality mental health and substance use services

## Preferred Qualifications

- Master's degree or MBA preferred
- Experience in healthcare, behavioral health, nonprofit, or public sector operations
- Experience scaling programs, improving operational infrastructure, or leading performance improvement initiatives
- Experience leading digital transformation or operational technology modernization initiatives
- Background in operational turnaround, modernization, or rapid-growth environments
- Demonstrated community partnership or local engagement experience

## **Leadership Profile We're Seeking**

Successful candidates will demonstrate:

- A proven record of operational results and measurable impact
- A bias toward execution and accountability
- Comfort with metrics, dashboards, and performance targets
- Strong cross-functional leadership ability
- Systems thinking and process improvement capability
- A track record of using technology and systems innovation to drive operational improvement
- Clear, decisive, and data-informed leadership style
- Mission alignment with community behavioral health services

## **Why Join CAW**

This is an opportunity to play a senior leadership role in strengthening and scaling a mission-driven behavioral health organization. The Director of Operations will directly influence organizational performance, technology modernization, service delivery, and long-term sustainability while helping expand access to critical mental health services in the community.