



HUB Operations Manager Position Description

TITLE: HUB Operations Manager
REPORTS TO: HUB President/CEO
CLASSIFICATION: Full-Time, Hybrid Work

Summary: We are seeking a skilled and organized HUB Operations Manager to oversee the day-to-day operations of our Community Care Hub (CCH). The Iowa Community HUB collaborates with organizations statewide to maximize access to resources and support community initiatives through clinic to community partnerships. The HUB Operations Manager will play a pivotal role in managing the HUB partner network, public relations, along with the HUB's business and quality assurance programs. To learn more about CCHs, click [HERE](#).

Compensation: The Iowa Community HUB is considered a top emerging community care hub nationally, yet we are still a growing nonprofit. In an effort to be transparent, the position is salary only with plans to start benefits in 2025. Currently, we offer flexible work hours, and flexible time off all within a hybrid work environment. This position is compensated at \$70,000/year.

Essential Functions: Essential functions for this position include the following items. Other duties must be performed as assigned or required.

- Perform all job functions in accordance with the mission and values of our organization.
- Operational Planning - Develop and implement operational plans and workflows to support the efficient functioning of the HUB, in alignment with organizational goals and community needs.
- Financial Management and Contracting – Manage budgets and financial planning/forecasting for the HUB, monitoring contracts and expenditures and revenue streams to ensure fiscal responsibility and sustainability.
- Staff Management - Supervise and support a team of administrative staff and other support personnel, providing leadership, guidance, and professional development opportunities as needed.
- Public Relations – Provide presentations, webinars, and other communications to share the mission, vision, and project updates of the HUB. This may include up to 25% travel across the state and nationally.



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- Collaboration and Partnerships – Identify, establish, manage, and nurture the HUB network of partners including overseeing onboarding of new members and leading/facilitating HUB committees assigned/shared with HUB President.
- Technology Management – Co-management with HUB President, the implementation and maintenance of technology systems and platforms used for referral management, intake and enrollment, screening, tracking and reporting.
- Resource Coordination: Coordinate the HUB Community Food Project and other social care services managed by the HUB.
- Quality Assurance - Monitor service delivery and participant satisfaction, work with HUB Diversity Equity Inclusion (DEI) Advisory Task Force to translate lived experience feedback into action, conduct regular evaluations to identify areas for improvement.
- Compliance – Work with HUB President on ensuring compliance with relevant regulations, policies, and procedures governing the operation of the HUB, including healthcare privacy laws (e.g., HIPAA) and organizational policies.

Qualifications: The requirements listed below are representative of the minimum knowledge, skills and ability required.

Education/Experience:

- Bachelor's degree in healthcare administration, public health administration, business management, social work, or a related field (master's degree preferred).
- At least 3 years of experience in operations management, preferably in healthcare, social services, or nonprofit organization.
- A self-starter, problem-solver, strong leadership and supervisory skills with demonstrated experience managing teams and coordinating projects.
- Experience with managing budgets and financial forecasting
- Excellent organizational and time management skills, with the ability to prioritize tasks, delegate responsibilities, and meet deadlines in a fast-paced environment.
- Effective communication and interpersonal skills, with the ability to build relationships and collaborate with diverse stakeholders.
- Effective presentation and public speaking skills.
- Knowledge of community resources, social service systems, and healthcare delivery models.
- Familiarity with technology systems and platforms used for client management, scheduling, and data analysis.
- Commitment to equity, diversity, and inclusion, with a focus on providing accessible and culturally responsive services to diverse populations
- Willingness to learn and collaborate with an innovative and entrepreneurial spirit



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Physical Demands & Work Environment: The physical demands described here are representative of those that must be met by employee to successfully perform the essential functions of this job.

- Up to 50% of the job may be spent sitting while performing computer and phone tasks.
- Up to 50% of the job may be spent in meetings, conferences, and/or at events presenting/exhibiting/networking, with up to 25% travel.
- Must be able to carry a laptop and small supplies when necessary.
- Must be able perform hand and wrist movements in performing administrative tasks.
- Ability to talk and hear for virtual communications.
- Ability to contact individuals via phone and/or operate virtual conferencing.
- Ability to operate a PC/laptop and to enter & retrieve information from a computer.
- Ability to handle varying levels of stress.

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should be viewed as general guidelines.)

Environmental – There is little to no exposure to hazardous environmental conditions.

If interested, contact Renee Allard, HUB Administrator at 515-635-1285 or rallard@iacommunityhub.org