

Deputy of Operations in Home Care

Who we are:

St. Nicks Alliance, a North Brooklyn based community organization, seeks to transform lives of low-and moderate-income people through employment, education, housing, elder care and social services. We do this by delivering impactful services with measurable outcomes to children, adults, and the elderly. As a civic anchor, we carry out this mission within the context of building a sustainable community for all people through the arts, environmental advocacy, and urban planning.

We are currently seeking a deputy of operations in home care for our location in Brooklyn.

What you'll do:

The deputy for operations supports the director of eldercare in overseeing the daily operations of the agency. This role ensures compliance with all regulatory requirements, manages staff, coordinates patient care, and maintains accurate records to uphold the highest standards of client care. Specific duties include, but are not limited to:

- Ensure all clients receive appropriate levels of care in compliance with applicable regulations.
- Monitor and uphold patients' rights in accordance with the Patient's Bill of Rights.
- Review client intake assessments to determine service eligibility.
- Participate in quality improvement and incident committee meetings to maintain high standards of care and operational efficiency.
- Ensure medical documentation aligns with DOH regulations and request necessary follow-ups as needed.
- Manage and coordinate a 24/7 emergency response system.
- Develop, implement, and maintain emergency preparedness plans and procedures.
- Review all client incident reports, initiating appropriate follow-up actions.
- Supervise and support staff, including caregivers, nurses, and administrative personnel.
- Directly supervise and evaluate the quality assurance manager and HR generalist.
- Oversee all field staff, including case assignments, visit schedules, and overtime monitoring.
- Conduct performance evaluations to support staff development and professional growth.
- Assist in the management of daily operations, including scheduling, staffing, and patient care.
- Ensure compliance with local, state, and federal regulatory requirements.
- Prepare and submit regulatory reports to NYC HRA and NYSDOH.
- Assist with audits, ensuring timely and accurate submission of required documents.
- Develop, review, and improve policies and procedures to enhance agency operations.
- Register with and maintain active status in the health commerce system.
- Facilitate clear and effective communication with staff, patients, families, and external stakeholders.
- Participate in client case conferences and managerial meetings as needed.
- Prepare and distribute daily client status reports to relevant staff.
- Perform additional tasks as assigned by the deputy executive director of social services and director of eldercare to support program enrichment.

What we are looking for:

- bachelor's degree in: healthcare administration, social services — master's degree preferred
- 3 years of experience in healthcare administration, eldercare services, or a related field.
- strong knowledge of regulatory compliance at the city, state, and federal levels.
- proven leadership and staff management experience.
- excellent organizational and problem-solving skills.
- effective communication and interpersonal abilities.
- bilingual spanish preferred.
- ability to manage multiple priorities in a fast-paced environment.

What's in it for you:

- compensation range: \$90K–95K (*the actual compensation will depend on a variety of job-related factors which may include geographic location, work experience, education, and skill level*)
- competitive benefits package (medical, dental, vision, 401K)
- 12 company paid holidays; paid vacation, sick, and personal time off
- learning & development opportunities & access to wellness programs

How to apply:

All interested applicants should send a cover letter with resume addressing qualities you possess that fit this job posting to Gisela Leon GLeon@stnicksalliance.org

St. Nicks Alliance is an Equal Opportunity Employer that values diversity. We consider applicants for all positions without regard to race, color, national origin, religion, sex, gender identity, age, disability, alienage or citizenship status, ancestry, marital status, sexual orientation, veteran status, or any other status or characteristic protected by applicable federal, state or local laws.

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