



JOB DESCRIPTION

Job Title: Operations Manager	Department: Next Story
Reports to: Director of Next Story	Job status: Exempt

JOB SUMMARY

The Operations Manager will maintain a physical presence for men temporarily living at Next Story transitional home until they transition into stable employment and housing. The Manager will shepherd residents and provide general oversight of the day-to-day operations designed to support clients as they begin working and participating in intervention activities provided through HopeWorks programming. The Operations Manager will meet with the Director weekly to provide updates for each resident and discuss other program matters.

The Operations Manager will provide administrative support for the overall operations plan of Next Story, coordinating daily activity for residents and managing day-to-day operations.

The Operations Manager should model HopeWorks values and ethics central to the HopeWorks mission of "Hope in Christ". To be effective in this position, one must be caring, empathetic, conscientious, confidential, culturally-sensitive and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

Daily Functions and Responsibilities

- Act as point of contact and liaison with each resident at Next Story.
- Complete the onboarding of new residents. Review house rules, resident expectations and onboarding activities. Collect signed MOU.
- Administer drug screening for residents as required.
- Meet daily with new residents, monitoring/discussing their onboarding activities and job search activity sheets.
- Contact identified day labor companies to help new residents find temporary work while they search for a full-time job.
- Manage all aspects of resident transportation. Work closely with the Next Story Shuttle Driver team, ensuring HopeWorks provides transportation to/from work for Next Story residents.
- Personally provide transportation using a Next Story vehicle to incoming residents, including but not limited to, pickup from bus station or correctional facility upon release and transportation to sheriff's office for parole certificate registration, parole office for meetings with parole officer, reentry office, health care providers, Southern Security Credit Union, job interviews, day labor jobs, etc.
- Prepare and submit the TDOC Offender Monthly Resident Report and the monthly RHP invoice.

- Assist Director in recruitment of Faith Encouragers for Next Story residents. Provide training to Faith Encouragers that will enhance the impact of their role and assist in matching faith encouragers with residents.
- Ensure compliance with program rules and curfew regulations.
- Implement first level of discipline as needed with residents, documenting and communicating with the Director of Next Story.
- Manage and oversee routine maintenance of Next Story Shuttle vehicles.
- Manage household supplies and storage according to OSHA requirements, report maintenance issues and help ensure the house and property are clean and well-maintained.
- Maintain resident chore list and cleaning log. Create process for residents to clean resident spaces upon exit and to prepare rooms for new residents.
- Purchase items required for the house and resident onboarding as needed.
- Ensure NA/AA meeting compliance by regularly reviewing sign-out log.
- Input new residents into Apricot, download applicable documents and update as needed.
- Assist workforce development efforts to identify potential background friendly employment partners for Next Story Residents.
- Address resident concerns when possible. When not possible, take the concerns to the Director.
- Serve as emergency contact, communicating with the Director in the event of an emergency at the Next Story facility.
- Attend HopeWorks quarterly staff meetings and required meetings associated with the role.
- Other duties as requested.

Resident Support and Care

- Provide companionship to all residents, shepherding and offering emotional and spiritual encouragement.
- Participate in provided annual de-escalation techniques and crisis response training specific to Next Story's safety and missional standards to effectively manage and resolve challenging behaviors, ensuring a safe environment for all residents and guests of Next Story.
- Assist and demonstrate resilience and strong emotional boundaries to manage high stress situations and exposure to participants' personal challenges while maintaining professional conduct.

EDUCATION & RELATED WORK EXPERIENCE	
Education Level: Required	
Bachelor's degree required Master's degree preferred	
Years Related Work Experience:	

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
Strong Leadership Skills	X	
Experience working with a team to achieve outcomes	X	
A strong command of computer skills (G-Suite, Google Classroom, ZOOM, MS Word, Excel, and PowerPoint) is required	X	
Meticulous attention to recording and reporting accurate records/ data	X	
A strong, proven ability to analyze data and convert findings for reports	X	
Strong organizational and time management skills	X	
Excellent demonstrated written and verbal skills, reports and presentation creation in power point or related software.	X	
Able to travel to site locations including correctional facilities.	X	
Ability to work with staff across multiple departments	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, community volunteers, donors, etc.	X	
Demonstrated ability to meet deadlines	X	
Demonstrated ability to work under pressure	X	
Must be able to answer multiple demands from multiple directions simultaneously in a strength-based manner.	X	
Able to prioritize matters of significance, and make decisions accordingly	X	
Deal with confidential information daily and must respect the nature of the data.	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

Able to Remain in a stationary position, often standing or sitting for prolonged periods. Able to work with distracting noise levels, such as from students and office equipment. Willing to work inside one or more correctional facilities.

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date: 6-16-2026

Revision Date:

Supervisor: I have approved this job description and reviewed it with my employee.

Signature:

Date:

Employee:

Name (Print) _____

I have reviewed this job description with my supervisor and acknowledged receipt.

Signature:

Date:

Human Resources:

Signature:

Date: