

# Director of Finance and Operations

## The Community Adolescent Resource and Education Center ("The Care Center")

Holyoke, MA

### About The Care Center

Founded in 1986, The Care Center is a comprehensive and transformative educational program located in Holyoke, Massachusetts. Our mission is to provide opportunities for young mothers and all women facing systemic barriers to resume their education and acquire the education, resources, and skills for lifelong growth, wellness, and economic stability. We offer three integrated programs. Our award-winning high school-level program pairs HiSET (GED) preparation with athletics, art, poetry, and small classes. Our highly supportive part-time college courses provide continuous opportunities for women to begin or resume college. Our in-house associate degree program, Bard Microcollege Holyoke, provides a supportive environment to earn a college degree. To remove barriers to success, we offer comprehensive support services including childcare, healthcare, transportation, food, counseling, and housing resources.

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### Position Overview

Reporting to the Executive Director and serving on a seasoned leadership team, the Director of Finance and Operations is responsible for The Care Center's finances, grants and contracts, human resources, and operations. This hands-on role comes with a strong support structure already in place: the Director leads a capable internal team and works alongside a trusted external accounting firm. The position is well suited to an experienced finance and operations leader seeking mission-driven work at a sustainable pace.

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### Key Responsibilities

#### Finance, Grants & Compliance

- Ensure sound fiscal management, internal controls, and compliance across the organization.
- Supervise the Manager of Finance and Operations, who processes payroll, accounts payable and receivable, purchasing, deposits, and other day-to-day transactions.
- Partner with the Executive Director to develop the annual operating budget and department budgets, and track revenue and expenses to inform decisions.
- Review monthly financial statements prepared by the external accountant and present them, together with the accountant, to the Executive Director, Board of Directors, and Finance Committee.
- Prepare budgets for foundation and private grant proposals and reports.
- Lead the management of state and government contracts, including budgets, amendments, billing, and reporting, working closely with the Manager of Finance and Operations.
- Track restrictions, deadlines, and reporting requirements across all grants and contracts to keep the organization in compliance with funders.

- Lead the annual audit, Form 990, and UFR processes, with preparation handled by the external accounting firm, and serve as the main contact for auditors and banks.
- Review and update financial policies, accounting procedures, and cost allocation methods, drawing on the external accountant's expertise.

## **Human Resources**

- Oversee human resources, including onboarding and offboarding, performance management, employee relations, and HR compliance.
- Manage employee benefit programs and annual renewals, and maintain relationships with benefits and payroll vendors.
- Guide recruitment and hiring by promoting equitable practices, cultivating diverse candidate pools, and keeping procedures consistent.
- Develop and maintain organizational and personnel policies, procedures, and documentation, including updated performance evaluation systems.

## **Operations, Technology & Facilities**

- Approve and oversee significant technology, equipment, and facilities decisions and projects, along with related vendor agreements and service contracts.
- Oversee data management and reporting so that information is accurate, secure, and useful for staff, funders, and the board.
- Lead special projects and take on additional responsibilities as needed to support the Executive Director, organizational priorities, and the strategic plan.

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## **Required Experience & Education**

- At least 7 years of progressive nonprofit finance experience, including budgeting, financial reporting, and managing an annual audit.
- Proven ability to manage diverse funding streams, including government contracts, foundation grants, and individual giving, with a solid understanding of how restricted funds and funder requirements shape budgeting, cost allocation, and compliance.
- At least 2 years supervisory experience, including managing finance or operations staff.
- Responsibility for finance and HR alongside at least one other operational area, such as benefits, technology, or facilities, ideally in a small organization where leaders wear many hats.
- Experience managing data and producing accurate reports for funders, such as enrollment, service, or outcomes data required under government contracts.
- Experience with Massachusetts state contracts, including billing, amendments, and UFR reporting strongly preferred.
- Bachelor's degree required.
- We provide training on the systems and processes specific to The Care Center.

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## **Core Competencies**

- Strong alignment with The Care Center's mission, values, and commitment to equity and community impact.
  - Experienced people leader who builds strong teams, coaches staff to develop their skills, and sets clear expectations with care.
  - Confident peer to other senior directors, contributing a clear operations and finance perspective for organization-wide decisions.
  - Able to bring established expertise to a new setting, adapting proven systems and practices to a small, mission-driven organization.
  - Strong organizational, problem-solving, and prioritization skills, with close attention to detail.
  - Clear and effective communicator with the ability to build trust across staff, board members, funders, and external partners.
  - Discretion and integrity in handling sensitive and confidential information.
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### **Hours, Compensation & Benefits**

The Care Center is located at 247 Cabot Street in Holyoke. This is a full-time exempt position for 35 hours per week. General work hours are 8:30am-3:30pm, with some flexibility required.

The salary for this position is \$95,000. Benefits include generous paid time off plus three weeks of office closures each year (April, July, and December); health insurance with 75% of the cost covered by The Care Center; dental insurance; life and disability insurance; a 401(k) with a 3% employer contribution and an additional 2% match; tuition reimbursement; and a health and wellness benefit.

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### **To Apply**

This position is available immediately, with a flexible start date. To apply, email your resume to [employment@carecenterholyokey.org](mailto:employment@carecenterholyokey.org) along with a brief cover letter stating why you are interested in working for The Care Center and why you are confident that you would be a great fit for this job. Please use the job title as the subject line of your email. Applications will be reviewed on a rolling basis and those without cover letters will not be considered.

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### **Notice of Non-Discrimination and Inclusion**

Diversity and inclusion are crucial to our mission and we are committed to cultivating a team that reflects the communities we serve. As an Equal Opportunity Employer The Care Center does not discriminate on the basis of an individual's sex, age, race, color, national origin, alienage, religion, marital status, pregnancy, sexual orientation or affectional preference, gender identity and expression, disability and accessibility needs, citizenship, veteran or military status and other personal characteristics protected by law. As such, The Care Center strongly encourages people from marginalized communities to apply, recognizing and respecting that diverse perspectives and experiences are valuable to our team and essential to achieving our mission.