

Director of Operations

Duluth, MN | Full-Time | Exempt

Salary Range: \$80,000-\$90,000



About Harm Reduction Sisters

Harm Reduction Sisters provides a feminist response using innovative harm reduction principles and practices to address the gaps that exist for people who use drugs and people who experience trauma.

As one of Minnesota's widest-reaching harm reduction organizations, Harm Reduction Sisters advances this work through outreach, advocacy, education, and life-saving services grounded in dignity, autonomy, relational trust, and human rights. The organization is known for its deep community relationships, commitment to trauma-informed care, and innovative approaches to service delivery across the state.

The Opportunity

Harm Reduction Sisters is entering an important period of organizational growth and leadership transition.

As the organization's programs, partnerships, staffing, and funding have expanded, so have the operational and administrative systems needed to support this work. Many of these responsibilities have been managed collaboratively across staff and leadership in ways that have supported the organization's responsiveness to community needs. As Harm Reduction Sisters continues to grow, leadership recognizes the opportunity to strengthen organizational capacity through the creation of a Director of Operations position.

The organization is also preparing for the departure of its founding Executive Director, making this an important moment to strengthen internal systems, support staff, and build the infrastructure needed for the organization's next chapter.

Leadership Structure

This is a Senior Executive position that reports to the Executive Director and serves as a key member of the leadership team, serving as the organization's primary operational leader and stepping in to assume executive responsibilities in the absence of the Executive Director. The position provides supervision and support to designated staff and program leaders and works closely with colleagues across the organization to strengthen systems, communication, and organizational effectiveness.

During the leadership transition period, the position may report to an Interim Executive Director or designated Board representative until a permanent Executive Director is in place.

What You'll Do

The Director of Operations serves as the organization's primary internal operations and finance leader, ensuring that the administrative, financial, and organizational systems needed to support Harm Reduction Sisters' mission are strong, sustainable, and positioned for continued growth.

Organizational Leadership & Organizational Development

- Provide leadership for day-to-day organizational operations and internal systems
- Strengthen workflows, communication practices, and organizational processes
- Lead implementation and follow-through on organizational priorities
- Serve as a collaborative and steady leadership presence across the organization
- Contribute to organizational effectiveness and long-term sustainability

Operations, Finance & Administration

- Oversee administrative systems, operational processes, and organizational documentation.
- Lead organizational budgeting, financial planning, cash flow monitoring, and monthly financial review in partnership with the Executive Director.
- Oversee bookkeeping, payroll coordination, grant financial reporting, reimbursement processes, audit preparation, and financial compliance.
- Coordinate vendors, insurance, contracts, facilities, technology, and other operational infrastructure.
- Strengthen organizational systems, policies, workflows, and long-term operational sustainability.
- Advise the Executive Director on organizational financial health, operational planning, and resource stewardship.
- Supervise and support designated staff and operational functions, fostering collaboration, clarity, and professional growth.

Staff Support & Organizational Culture

- Support a culture of dignity, care, and shared responsibility based on the philosophy of harm reduction".
- Strengthen cross-team communication and collaboration
- Strengthen onboarding, personnel systems, and internal workflows
- Support staff in navigating organizational systems, processes and operational change

Ideal Candidate

The ideal candidate will be thoughtful, grounded, and an organized leader who understands that strong internal operations are essential to sustaining mission-driven work.

You are comfortable stepping into a growing organization where systems continue to evolve and where thoughtful operational leadership is needed to support both staff and mission.

We recognize that there are many pathways to leadership. If this opportunity speaks to your experience, values, and commitment to harm reduction, we encourage you to apply even if you don't meet every qualification listed below.

Successful candidates will often bring experience in many of the following areas:

- Leading or supporting nonprofit operations, administration, or organizational leadership within a growing organization.
- Strengthening organizational systems, including finance, budgeting, payroll, grant administration, human resources, organizational compliance, and technology platforms such as QuickBooks Online and Microsoft 365.
- Supervising staff while fostering collaboration, clear communication, and effective cross-functional teamwork.
- Working in harm reduction, public health, social services, grassroots organizing, or community-based settings.
- A collaborative leadership approach grounded in integrity, adaptability, sound judgment, and commitment to supporting others.
- Lived experience connected to the communities we serve is strongly valued.

Compensation & Benefits

Salary Range: \$80,000-\$90,000

In addition to a competitive salary, Harm Reduction Sisters offers a comprehensive benefits package designed to support the well-being of our team, including:

- Medical insurance with Harm Reduction Sisters covering 90% of employee premiums and 80% of dependent premiums
- Dental insurance with 75% of employee premiums covered
- Flexible Spending Account (FSA) and Dependent Care FSA options
- Generous paid time off beginning at 168 hours annually, with increased accrual based on years of service
- Up to 80 hours of PTO carryover each year
- Up to 40 hours of paid bereavement leave annually
- Professional development opportunities to support continued learning and growth

- A collaborative, mission-driven work environment committed to staff well-being and work-life balance

We recognize that sustainable harm reduction work begins with supporting the people who make it possible. We are committed to fostering a workplace where staff are valued, supported, and encouraged to grow.

Commitment to Equity & Lived Experience

Harm Reduction Sisters is committed to building a leadership team that reflects the communities we serve. We strongly encourage applications from people with lived experience related to substance use, sex work, housing instability, incarceration, and LGBTQ2S+ identities.

BIPOC candidates and individuals with lived experience in the communities we serve are strongly encouraged to apply.

Application Process

Please submit a resume and cover letter to hr@harmreductionsisters.org

In your cover letter, we invite you to share:

- Your connection to harm reduction and community-centered care.
- What draws you to this leadership opportunity at Harm Reduction Sisters.
- An example of how you have strengthened an organization, team, or operational system to better support staff and mission.