



RIA, Inc. – ready•inspire•act  
330 Cochituate Road #1784  
Framingham, MA 01701  
[info@readyinspireact.org](mailto:info@readyinspireact.org)

## Operations & Outreach Manager

RIA, Inc. – ready•inspire•act, [www.readyinspireact.org](http://www.readyinspireact.org)

RIA, Inc. is a nonprofit organization serving regions of Massachusetts headquartered in Framingham with an ancillary office in Worcester. Our mission is to stand with, and support, adult survivors with experience in the commercial sex trade and its associated exploitation, trafficking, and prostitution. We provide comprehensive and customizable services that include peer mentorship, clinical therapy, case management, support groups, financial support, and advocacy.

### Position Description

As a member of the RIA leadership team, the operations/outreach manager is primarily responsible for the support and development of the day-to-day operations for up to five administrative staff and eight direct service staff to help grow the organization. The manager is responsible for maintaining systems within the organization including the service encounter database, staff phones/computers and onboarding, outreach and community relations and all social media and website platforms. Additionally, the manager fills a critical role in identifying programmatic opportunities, evaluating organizational needs, and, delivering on special projects as assigned and as needs evolve.

### Essential Job Functions

#### Day-to-Day Operations

- Deliver the on-going administrative and resource needs of direct service staff, administrative staff, and related interns and volunteers.
- Manage administrative calendar for admin and direct service staff, including social media, newsletter and website development.
- Lead administrator for weekly team meeting including data entry and oversight.

#### Outreach/Communications

- Development of a plan of communications and outreach – through work with the Leadership team.
- Cultivate and steward organizational partnerships focused on shared goals.
- Create and manage weekly content for all social media and website platforms.
- Write ongoing communications about the impact of our work to be shared with targeted audiences.
- Outreach to leaders across the state to inform about RIA services, provide training and workshops, and to reach more participants.
- Provide admin support to team related to programming and other activities.



#### Community Liaison (internal and external)

- Provide opportunities for all staff (administrative and direct) and interns/volunteers to be connected and feel supported across all functions of the organization.
- Develop meaningful service relationships with local organizations/agencies towards providing critical financial and other goods and resources for participants on behalf of the direct service staff.

#### Onboarding/ Training

- Provide onboarding of staff, volunteers, and clinical interns.

#### Skills and Experience

- Demonstrated commitment and practice in understanding the process of healing from complex sexualized trauma and neglect, addiction, and/or homelessness, and supporting others in their experiences.
- Demonstrated experience in administratively supporting and developing a positive team environment.
- Practice in community organizing and building effective provider relationships - internal and external.
- Demonstrated experience with social media and web development and management.
- Experience with data management and reporting.
- Flexible, responsive, and compassionate always when working with others of all backgrounds and experiences.
- Ability to handle sensitive personal information and maintain high level of confidentiality.
- Demonstrated practice in emergency protocols and safety planning with vulnerable populations.
- Willingness and serious interest to be involved in and leading a growing nonprofit organization in the anti-human trafficking movement.

#### Requirements

- 5 or more years of staff support experience particularly related to bringing people together in community.
- Exceptional communication skills are a MUST including written and oral communication in English.
- College degree preferred, in nonprofit management, community organizing, counseling, or a related field, or equivalent experience/expertise in the field.
- A current driver's license and has own vehicle, travel is required of the position.
- A positive and cooperative sense of responsibility that contributes daily to the mission of the organization.
- Bilingual language skills are a plus.



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#### Hours and Benefits

This is a full-time, exempt position, Monday through Friday during normal business hours with some evenings and weekends required. Benefits include paid time off, mileage reimbursement, health reimbursement benefit, and training/education stipend. Compensation is between \$65K to \$75K depending on experience and fit.

#### Location

RIA, Inc. is headquartered in Framingham with a secondary office in Worcester. Manager will work between these two locations with travel to meet with staff and community partners ongoing. This is a position that works both in the community and from our offices.

How To Apply: Please include a detailed cover letter of interest with related experience, and a current resume/CV to [info@readyinspireact.org](mailto:info@readyinspireact.org). Applications will be received until position is filled.

The success of RIA's program model, Sisters Leading Sisters is rooted in understanding the life experiences of people healing and exiting from the commercial sex trade. We believe in collaborative leadership whereby all voices and experiences are valued and influence all levels of care from the front lines to fundraising. RIA is an equal opportunity employer that actively seeks, trains, and promotes candidates from diverse backgrounds including people with lived experience, women, communities of color, the LGBTQ community, and people with disabilities. We seek to hire people from various cultures, nationalities, and ethnicities who bring a range of backgrounds, beliefs, personal experiences, and interests to the organization. RIA understands that our differences inspire us to learn and grow, and enrich each of our lives by deepening our relationships with the people whom we do business.