

SOS COO POSITION DESCRIPTION

POSITION TITLE: Chief Operations Officer
REPORTS TO: Executive Director
SUPERVISES: Program Directors, Human Resources & Administrative Services Managers and Directors
FLSA STATUS: Exempt

POSITION PURPOSE:

This position is responsible for directing the programs, services and operations of the agency and works in close collaboration with the Executive Director. May report directly to the Board in the absence of the Executive Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

I. Organizational Climate & Leadership

1. Provide active and effective organizational leadership to program staff.
2. Take a leadership role in defining the agency culture of commitment to diversity, equity, and inclusion.
3. Facilitate conflict resolution and problem-solving throughout the organization.
4. Work with the Executive Director to articulate and assure clear vision, mission, and objectives for the organization in conjunction with agency staff.

II. Program Planning, Development and Supervision

1. Supervise Program Directors
2. Provide leadership in identifying community needs and opportunities, joint with ED.
3. Contribute to the development of short and long-term strategic planning.
4. Oversee and assure appropriate program documentation, evaluation, and revision.
5. Provide leadership and support for community coalition-building.
6. Plan, develop, and evaluate new programs and services in response to emerging needs.
7. Coordinate development of program policies and priorities with staff, volunteers, consumers, community members.
8. Assure active and appropriate levels of consumer participation in program planning, development, and implementation.

III. Grants-Writing and Management

1. Assist in the identification, cultivation, and pursuit of appropriate funding sources to facilitate development of programs to address community needs.
2. Organize efforts to assure maintenance and growth of revenues through effective grants-writing and development with specific scope defined by Executive Director.
3. Assure timely, appropriate, and effective program and grants implementation, grants reporting, and grants officer relations.

IV. Human Resources

1. Supervise Human Resource Manager or external contractor.
2. Assure supervision, support, and evaluation of all staff.
3. Review and approve all hiring and termination of staff – in accord with established personnel policy and regulations, after consultation with the ED.
4. Establish, evaluate, and revise staff workload priorities.
5. Assure compliance with all applicable local, state, and federal employment rules and regulations.
6. Assure strategic planning for the professional development of all staff.
7. Assure problem-solving and facilitation of positive employee relations-- in accord with established personnel policy and regulations -- of staff grievances and concerns.

V. Community Relations

1. Serve as a key spokesperson for agency, its mission and needs when delegated by the ED.
2. Engage in public policy advocacy as appropriate.
3. Support ED in cultivating understanding and awareness of agency needs and priorities among potential funding sources and supporters, as well as the community-at-large.

VI. Community Liaison and Relationship Building

1. Develop and sustain appropriate liaison with public/private agencies and community groups with specific scope defined by the ED.
2. Participate in inter-agency committees, councils, and coalitions as promotes the fulfillment of agency mission and vision, as assigned.

VII. General Administration

1. Supervise Director of Operations.
2. Support ED to assure maintenance of agency's professional standards, ethics, and consumer rights.
3. Execute/administer/implement contracts and agreements (i.e., insurance, rent, transactions) as consistent with agency policy and Board action.
4. Assure upkeep and development of agency facilities, equipment, vehicles, technology, and other physical assets.

AGENCY RESPONSIBILITIES:

1. Actively support the SOS commitment to diversity, equity, and inclusion in all areas and responsibilities.
2. Uphold and ensure appropriate enforcement of all agency policies and practices.
3. Participate in community relations and outreach tasks as directed and required.

BASIC QUALIFICATIONS:

Experience in administration and development of community-based human services programs is essential. Sensitivity to, and experience with, unique requirements of volunteer administration, work in diverse community, commitment to collaborative practice, and service provision to low-income and at-risk populations, is essential. Demonstrated competence in administration of major human services programs and projects. Skills in grants-writing and development, personnel management, staff development, and community relations. Minimum master's level degree in a related field (LMSW preferred), 2 years administrative preferred, 5 years direct program service/clinical experience, and 3 years of effective supervisory experience required.

I have read, understand, and accept my responsibilities as Chief Operations Officer, as articulated in the above job description. (Please sign and return to the Human Resource Director).

This description is intended to indicate the kinds of duties, responsibilities and the levels of work difficulty required of this position. It shall not be construed as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign and direct the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.