

VIEWCREST ADVISORS

President

Position Description

2018



THE ORGANIZATION:

The Council on Accreditation (COA) is an international, independent, nonprofit, human service accrediting organization. COA accredits or is in the process of accrediting more than 1,800 public and private organizations serving more than seven million individuals and families internationally. COA currently accredits over 45 different service areas that apply to over 125 types of programs.

The COA community is deeply committed to promoting best practice standards, championing quality, and advocating for accreditation. With the support of over 30 national and international organizations, a cadre of 500 volunteers, and a highly skilled and dedicated board of trustees and passionate staff numbering 60, COA pursues its mission with vigor.

Recognizing the importance of re-envisioning COA's response to emerging societal and market conditions, in 2017, the organization worked with The Bridgespan Group to develop a 2020 Strategic Plan. There are five key goals that emerged: a differentiated, high impact value proposition; an increase in the number of accredited organizations; greater impact on beneficiary outcomes; financial sustainability; and a positive impact on the human services field through knowledge sharing.

THE OPPORTUNITY:

The President will translate COA's ambitious strategic plan into action, deepen outcomes for individuals and families as well as increase revenue and market share. Based in New York City and reporting to the Chief Executive Officer (CEO), s/he will specifically oversee COA's program and services portfolio, and:

- Partner with the CEO, board of directors, and colleagues to implement the strategic five-year plan and the new processes and approaches needed to achieve it.
- Enhance COA's external profile with sharpened messaging about the value of accreditation.
- Represent the organization externally with client organizations, programmatic partners and others. Increase the number of private and public organizations accredited by COA, and accompanying revenue.
- In partnership with finance, ensure budgets and investments dually achieve impact objectives and organizational sustainability.
- Evolve service offerings to streamline client accreditation processes: drive client service and engagement; support program leaders and teams in ongoing process improvement initiatives, leveraging their best ideas; facilitate cross-departmental collaboration; build adaptive, transparent processes that remove barriers and support sustainable future growth; and identify/address bottlenecks to program delivery.
- Inspire diverse teams and embody COA's core values.
- Promote a highly engaged organizational culture of excellence and continuous improvement that equally values quality, accountability, innovation, agility, teamwork and is reflective of the diversity of COA's clients and their beneficiaries.
- Drive coordination, and internal communications, across program teams and initiatives; develop workplans with specific timeframes and deliverables; measure progress against goals.
- Mentor and manage leaders across the program division's inter-dependent departments: Business Development, Client Relations, Standards Development, Accreditation Operations, and IT/Business Intelligence; and
- In partnership with HR, ensure program team roles, responsibilities and professional development opportunities allow talented, passionate staff to grow in their careers, while also allowing COA to attract future talent.

QUALIFICATIONS

- Significant organizational leadership experience in a high-performing accreditation, social services nonprofit or socially-responsible business. Has overseen a complex program model and delivered both programmatic and financial results (ideally including earned revenue) within a “values-driven”, mission-centric organization.
- Track record of: exceeding goals; bottom-line growth; and charting a higher impact course through his/her leadership. Can point to tangible examples of success in refining and executing on ambitious strategic plans, setting clear priorities, guiding investment in people and systems, as well as increasing productivity while enhancing innovation. Must bring rigor and analysis to problem-solving and decision-making.
- Strategic and agile with the ability to implement while anticipating – and building toward -- future program and financial needs.
- Action-oriented, collaborative and transparent leader who builds a positive culture and has successfully championed change management initiatives with mission-driven colleagues. Brings the skills, sensitivity, and confidence to build organizational and staff capacity, tapping into the power of each team member.
- Persuasive and effective written, oral, interpersonal, and presentation skills, with the political savvy to effectively partner internally and externally with diverse audiences.
- Other qualities: resourceful, adaptive, energetic, people-developer, with strong business acumen, creative resourcefulness, judgment, resilience, humor, and a genuine commitment to serving vulnerable populations.
- Advanced degree preferred (ideally an MSW/MBA, MPP/MPA, J.D.)

COA will offer a very attractive compensation package, including a competitive base salary as well as health, 401(k), tuition/professional development and vacation benefits. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. If you are a qualified individual with a disability or a disabled veteran, and unable or limited in your ability to use or access this site as a result of your disability, you may request a reasonable accommodation by calling (617) 564-3779.

To apply, please visit: https://www.appone.com/MainInfoReq.asp?R_ID=1996071