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| Department Number: | 900 | Allocation: | Administration |
| FSA Status: | Exempt | FTE: | 1 |
| Reports To: | Chief Executive Officer (CEO) | Updated: | 03-2019 |

JOB DESCRIPTION

I. Position Title: Chief Operating Officer (COO)

II. Position Summary: This high-level strategic leadership position, in partnership with the CEO, is responsible for ensuring the overall health, growth and sustainability of the organization through building effective operations, setting goals that lead to high performance across all functions, leading and growing a talented team, and executing the strategic plan through effective best practices. The duties and responsibilities require a high degree of creativity, initiative, and independent judgment and action.

This position relates to all staff in the Agency, the Board of Directors and its committees, to staff at other organizations, including funding and regulatory bodies, and to the general public. The position serves on the Executive Management Team and manages finance, compliance, security, IT, administration and facilities. In the absence of the CEO, the COO will assume the duties of the CEO.

III. Qualifications:

- A. Education: Master's Degree in Business or related field, preferred.
- B. Experience: 10+ years senior level management experience, including strategic planning, budgeting and financial planning and analysis, compliance, security, day-to-day operations, information technology, supervisory experience, familiarity with grants and contracts. Knowledge of human service field helpful.
- C. Other: Effective communication and interpersonal skills.
Occasional travel required.

IV. Responsibilities:

- A. In partnership with the CEO, oversees the creative implementation of the Agency's strategic and operational plans. Serves as the internal leader of the Agency to guide implementation of the annual operations plan.
- B. Determines current and longer-term systems and business performance required to achieve strategic objectives.
- C. Manages finance, security, compliance, IT, administration, facilities, and security.
- D. With Executive Management team, develops ideas, proposals and recommendations for new services, service areas, and funding. To ensure successful implementation, participates in the development and planning of new programs and ongoing services.
- E. Works with the Human Resources Director in organizational and strategic issues.
- F. Guides Director of Finance on strategic and tactical financial matters as they relate to the strategic financial plan, budget management, cost benefit analysis, and forecasting needs.
- G. Reviews Agency agreements, contracts, and policies/procedures.
- H. Ensures the Agency functions in a legal and ethical manner while meeting its business goals. Responsible for development of compliance programs, reviewing company policies

and advising management on possible risks. Responsible for keeping the Agency's business ethically sound and in legal compliance. Ensures that the staff is trained and informed about practices that will ensure compliance. Monitors the activities within the Agency to identify any risk trends.

- I. Responsible for the development and oversight of security policies, procedures and programs intended for the mitigation and/or reduction of risks associated with compliance, operational, strategic, financial and reputational risk strategies relating to the protection of staff, clients and visitors, intellectual assets and tangible property. Oversee the roles and responsibilities of the Compliance Manager (including HIPAA privacy compliance) and the IT Manager (including HIPAA security). Additionally, provide managerial direction and support for the daily security, safety and emergency response protocols relating to the protection of staff, clients and visitors.
- J. Participates with the grants team and development manager in monthly grants activities and provides strategic input to grant proposals.
- K. With the Director of Volunteer Services, cultivates an environment conducive to volunteer engagement. Engages and supervises appropriate project volunteers.
- L. Responsible for facilities maintenance and capital plans for all locations.
- M. Participates in staff/Board committees.