



Catholic Charities is seeking a new addition to the Executive Management team in the newly created role of Chief Operating Officer (COO).

The successful candidate is a mission-focused, seasoned, strategic, and process-minded leader with experience in scaling an organization, leading a management team, and developing a performance culture among a group of diverse, talented individuals. He/she is able to help others deliver measurable, cost-effective results that make the articulated vision of CCANO's community impact into a reality. Importantly, the COO will have the skills, sensitivity, and personal confidence to tap into the power that each member of the team brings to the mission while also introducing efficient and effective systems to achieve the mission related goals of the organization.

Supervisory Responsibility: The COO will directly supervise a combination of Supervisory Staff and Division Directors.

Position Summary: The COO is a senior management team position and part of the Executive Team. The COO provides leadership, supervision, oversight, and executes the business plan, facilitates organization-wide communication, and monitors administration activity. Through constant communication with the CEO and Senior Management team, the COO manages the plan with clear deadlines and goals. The COO has a clear understanding of the business plan and is able to delegate projects and tasks in a way that best utilizes the strengths and abilities of personnel to ensure organization success. The COO consistently communicates the plan to the Senior Management team and ensures constant feedback – keeping all staff accountable in order to fully integrate all functions and to resolve cross functional issues. With consistent oversight of Program Management and Administration, the COO will keep all internal functions operating efficiently and cost-effectively and ensure all resources are being allocated optimally.

Responsibilities:

Commitment to the Mission and to Organizational Sustainability:

- Models commitment to CCANO's mission, values and plan for a sustainable organizational structure, including working with the Executive team and representation of the agency.
- Ensures team members comply with federal, state, regulatory agencies, Catholic Charities USA, Council on Accreditation, and various funder requirements.
- Controls the execution of the business plan and is in tune with challenges, progress, and handles unexpected issues in a timely fashion.

Team Collaboration:

- Contributes to team's success by being in sync with the Senior Management team, the CEO, and the CFO.
- Holds staff accountable and ensures personnel strengths are being optimally utilized.

- Works with members of the executive team to create and continually represent a unified leadership perspective.
- Facilitates integration of and collaboration between administration and programs.
- Informs direct reports of decisions/expectations and ensures they constantly keep the COO informed on their department's activity.
- Ensures no communication gaps exist between any departments so that executive leadership is informed.
- Develops relationships with staff at all levels to ensure there is trust and familiarity in working relationships.

Leadership:

- Supervises, mentors and coaches Division Directors and other assigned staff.
- Meets regularly with direct reports and encourages ideas and innovation from all staff.
- Identifies and executes efficient processes and procedures across all departments.
- Identifies and trains employees for more responsibility in accordance with their talents.
- Creates a predictable routine/system that ensures transparency and accountability.
- Maintains positive working relationships with internal and external stakeholders and funders.
- Sets clear expectations for all operations.
- Demonstrates an intimate understanding of all programs, services and their budgets.

Culture:

- Accepts direction from the CEO in the formation of the culture of CCANO.
- Represents and holds others accountable to representing the values of CCANO and continually monitors the environment to ensure the culture within the agency is vibrant.
- Instills transparency, trust, capability, and energy leading to high achievement.
- With the other members of the Senior Management team, continuously works toward maintaining a results-oriented, learning, faith-based organizational culture.

Overall Organizational Indicators:

- Manages the development of program goals, objectives, outcomes, targets, and key performance indicators.
- Ensures compliance with all regulatory, licensing, and accrediting requirements and adherence to agency policies and procedures.
- Develops reporting tools and analytics that monitor program effectiveness.

- Utilizes data to make informed decisions, streamline processes and implement quality improvements.
- Manages Quality and Compliance Team to review and assist all departments and programs in maintaining compliance with accreditation and agency standards.
- Collaborates with Institutional Advancement and Finance to ensure that grant reporting of data is consistent with grant requirements.

Executive Team Participation:

- Participates in regular meetings of the Senior Management team, the Board of Directors and select committees of the Board.
- Helps create the development of the overall organizational strategy and key indicators of success.
- Collaborates with the Executive Team to create, coordinate and implement, organizational processes and procedures necessary for the success of programs and departments.
- Is a team player who promotes a culture of excellence and learning.

Financial:

- Work with members of the Finance Office to monitor and ensure resources are allocated ideally, ensuring departments are adhering to budgets.
- Monitors monthly program financial statements and budgets and implements programmatic changes as necessary.
- Oversees the preparation of annual program budgets of Division Directors for submission to the Finance Office.
- Works with the CEO, Chief Finance Officer and the Management Team to review budgets and ensure alignment across the organization with financial objectives and requirements.

Collaborates with Institutional Advancement to identify opportunities for grant/funding support and maintain current grant opportunities.

Minimum Qualifications/Requirements:

- Master's degree required; MBA or similar advanced degree and Six Sigma Certification highly desirable.
- Seven to ten years of experience in non-profit environment highly required; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, social services, human resources, and marketing.
- Experience managing and/or participating in executive level leadership.

- Strong management, administrative, organizational, interpersonal, verbal communication, and writing and presentation skills are required.
- Clear understanding of financial statements and/or responsibility.
- Proficient in Word, Excel and PowerPoint.
- Embraces the mission, vision and values of CCANO and Catholic Social Teachings.
- Valid Driver's License.
- Available to work as needed on evenings and weekends to ensure projects, deadlines and community needs are met.

Additional Preferred Qualifications:

- Practicing Catholic well versed in Catholic social teaching.
- Advanced knowledge and experience with Excel formulas and pivot tables; helpful.
- Aptitude in sound decision-making and problem-solving in pressure situations.

Competencies Required:

- **Results Orientation** – proven track record of exceeding goals and a bottom-line orientation; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; high level of business acumen to desire business management results; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, and creative resourcefulness.
- **Strategic Vision and Agility** – ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan.
- **Capacity Building** – ability to effectively build organizational and staff capability and capacity, developing a top-notch workforce and the processes that ensure the organization runs smoothly.
- **Leadership and Organizational Acumen** – exceptional capacity for managing and leading people; a team builder who has experience in scaling up organizations; ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower top-notch leaders from the bottom up, lead from the top down, cultivate entrepreneurship, and learn the strengths and weaknesses of the team so as to put people in a position to succeed.
- **Action Orientation** – enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary.

Reports to: CEO