

Employee Name: _____



Job Description
Chief Operating Officer (COO)
Full Time – Exempt

New Reach, Inc. is a nonprofit organization working to shelter, house, and stabilize vulnerable residents of CT. Since 1990, New Reach has worked to further its mission to inspire independence for those affected by homelessness and poverty through a continuum of housing and support using the most innovative and progressive methods.

Position Summary:

The COO will lead programmatic excellence and financial sustainability. The COO has primary responsibility for the development and implementation of programs, as well as the leadership of the staff. Working with its multiple stakeholders, s/he ensures that programs and initiatives are in line with its mission and are responsive to the needs of its clients. The COO is responsible for managing all operational aspects of the programs within the organization and assists the CEO in the successful growth of the organization.

Through a respectful, constructive and energetic style, guided by the objectives of the organization, the COO provides the leadership, management and vision necessary to ensure that programs are meeting and exceeding programmatic goals, benchmarks and standards through outcome measures via results based accountability. The COO also ensures the management team has adequate systems and process in place to support the effectiveness of programs and services. The overarching goal is to effectively support on-going growth of the organization and to ensure financial strength and operating efficiency.

Essential Functions/Responsibilities:

Organizational Leadership

- Contribute to organizational strategy as a member of the leadership team, including the development of organization-wide and department annual goals, strategies, and participation in desired strategic outcomes.
- Lead and manage the programmatic operation of the organization and ensure that the expectations of funders, partners, constituents, clients, and community stakeholders are met.
- Reinforce organizational structure to ensure the effectiveness of operations to achieve agreed upon goals.
- Foster a success-oriented, accountable environment within the organization.
- Engage in systems change, policy reform and planning at local, state and federal levels; represent the organization with stakeholders, community, supporters and partners.
- Provide expertise and advice to program directors and managers in order to facilitate collaboration and partnerships with government officials and their associates as well as with community based organizations.
- Strengthen and maintain the management and governance culture and practices of the organization.
- Responsible for the implementation of policies and procedures set by leadership.
- Educate and inform leaders and the Board of Directors and/or Board committees to agency programs, services and programmatic needs and trends.
- Developing and maintaining productive relationships by providing strong leadership and guidance within the organization and the community.
- Motivate and lead a high performance management team, provide mentoring as a cornerstone to the management career development program environment in partnership with HR.

Qualifications:

- Graduate or professional degree in Social Work, Business Administration, or Public Health required.
- At least 10 years of relevant experience in a leadership position.
- Excellent management, administrative and programmatic skills to direct, coordinate and manage a top notch management team.
- Strong capacity for policy recommendations and implementation to ensure continued resources to agency staff and clients.
- Experience creating solid working relationships with external groups through consensus building and the development of interpersonal relationships.
- Considerable knowledge of financial management.
- Strong organizational, decision-making and supervisory/coaching skills
- Excellent writing, public speaking and media skills, tailored to suit a variety of audiences.
- Substantial experience in a leadership position in government, or a social services non-profit organization.
- Highly energetic with an ability to work independently and maintain a strong commitment to teamwork.
- Exceptional people management and communication skills.
- Ability to lead, motivate, and direct groups and individuals.
- Ability to think creatively and strategically to mediate and negotiate successfully with individuals and groups internally and externally.