

Concord Coalition to End Homelessness

**Job Description: Chief Operating Officer**

Last Updated: December 30, 2020

**Position Title:** Chief Operating Officer

**Reports to:** Executive Director

**Supervises:** Clinical Director of Case Management, Winter Shelter Director & Data Analyst, Program Coordinator, Office Administrator

**Status:** Full-time

**FLSA:** Exempt (salaried)

**Job Summary**

The *Chief Operating Officer* oversees all internal functions, provides overall leadership for the operations of the Concord Coalition to End Homelessness (CCEH), and works with the Executive Director to ensure operations align with the CCEH mission.

**Essential Functions**

- In collaboration with the Executive Director, translates vision of strategic plan into actionable steps.
- Manages major operational and programmatic decisions.
- Creates top-level policies for review and approval by Executive Director. Delegates creation of other policies and procedures to staff or volunteers, with periodic review.
- Designs and manages the operational workflow.
- Creates budget in collaboration with the Executive Director. Manages budget across Programs in collaboration with the Finance Committee.
- Manages grants and provides grant reports.
- Manages all Human Resources-related issues and policies, including insuring a safe workplace during COVID-19 and beyond.
- Creates work environment that promotes teamwork, healthy boundaries, job satisfaction, and connection to the CCEH mission.
- Supervises Clinical Director of Case Management, Winter Shelter Director, Program Coordinator and Office Administrator.
- Oversees approval of timesheets, use of checkbook, review of accounts payable and receivables.
- Facilitates weekly staff meetings.

**Other Responsibilities**

- Serves as Staff Representative on CCEH Events Committee and Finance Committee, and other committees as needed.
- Supervises all third-party contractors – insurance broker, bookkeeper, accountant, IT support, property managers, and volunteers (as needed).

## Minimum Qualifications

- A Bachelor's Degree or equivalent experience.
- 5+ years of experience managing people.
- 2+ years of experience running the day-to-day operations of an organization.
- Able to operate confidently in Office 365 Cloud environment, as well as Microsoft Office software suite.
- Strong familiarity with Quickbooks or other accounting software.
- Commitment to supporting equity and diversity in the workplace.
- Experience in working with vulnerable population, and a background in social work or humans services is preferred.

## Core Competencies

- **Managing Mission and Goals:** Demonstrates understanding and support of the mission and vision of the Concord Coalition to End Homelessness; talks and conceptualizes beyond the here and now to a larger sense of purpose; is optimistic; helps others own the CCEH mission and vision.
- **Integrity and Trust:** Is widely trusted; practices direct, honest, and transparent communications; maintains confidentiality; admits mistakes; responds to situations with consistency and reliability; is authentic.
- **Work / Life Balance:** Maintains a conscious balance between work and personal life so that one doesn't dominate the other; is not one-dimensional; knows how to attend to both; gets what they want from both.
- **Interpersonal Relationships:** Relates well to all kinds of people; builds appropriate rapport; builds constructive and effective relationships; considers the impact of their actions on others; uses diplomacy and tact; helps others save face in difficult situations; is easy to approach and talk to; avoids communication triangles.
- **Team Orientation:** Demonstrates interest, skill and success in team environments; promotes group goals ahead of personal ones; is a resource to other members of the team; understands and supports the importance of teamwork and takes responsibility for their part in the success or challenges of the team.
- **Composure:** Is cool under pressure; does not become defensive or irritated when times are challenging; is considered mature; can be counted on to hold things together during challenging times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Conflict Management:** Deals with problems quickly and directly; steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; settles disputes collaboratively and equitably; finds common ground and gets cooperation.
- **Written and Oral Communication:** Is able to write clearly and succinctly in a variety of communication settings and styles; expresses themselves clearly in conversation and interactions

with others; summarizes or paraphrases their understanding of what others have said to verify understanding and prevent miscommunication.

- **Learning on the Fly:** Learns quickly when facing new problems; a relentless and versatile learner; open to different and new ways of doing things; analyzes both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.
- **Priority Setting:** Spends their time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus; clearly and comfortably delegates both routine and important tasks and decisions.