

**Job Title: Chief Operating Officer**

**Department:** Operations/Program Services

**Reports To:** CEO

**Date:** September 2024

***Inclusive. Innovative. Open-Hearted.***

***We positively disrupt. A team of adaptable, collaborative, diverse, mission-driven individuals with a passion for purposeful innovation and service excellence. Our community commits itself to being inclusive and welcoming as we put the whole person at the center of everything we do.***

### **Summary**

**Reporting to the CEO, the COO is an integral member of the executive leadership team.** The COO leads and coordinates all programs and services in support of the strategic plan for the operations of Northeast Arc. The COO works to implement innovative program operational efficiencies and systems, advance quality outcomes and provide expert guidance to support key organizational decisions. In addition to possessing strong operational skills, the COO must be an accomplished communicator, strong motivator, assertive decision maker and a leader of change. This role is an on-site position.

### **Key Priorities and Responsibilities**

The COO leads the program services team through the:

- Management of the organization's programmatic structure to support a service delivery system that addresses the strategic priorities and mission of the organization.
- Continuous improvement of operational efficiencies and systems.
- Identification and secure new and additional funding/revenue sources.
- Creative innovative programs that are responsive to the changing needs of the service populations.
- Cultivation of relationships with external stakeholders to develop collaborative initiatives that meet Northeast Arc's strategic goals and enhance the depth, quality, and types of service offerings.

The COO serves as the principal administrator of service delivery. Key responsibilities include:

- Providing day-to-day leadership for the organization's programs and coordinating with quality improvement activities.
- Ensuring the continued financial viability of Northeast operations through sound fiscal judgment and management of budgets.
- Facilitating the development of annual balanced scorecard and strategic goals, monitoring and motivating progress to meet established goals.

- Participating in the recruitment, hiring, supervision, coaching and performance evaluation of Directors to include identifying goals and benchmarks for professional development and/or improvement.

The COO oversees and monitors:

- The development and implementation of all new programs.
- The identification and securing of contracts, grants, and other additional funding sources.
- The development of service structures and procedures in accordance with agency objectives and policies as well as applicable state and federal standards and regulations.
- The development and monitoring of annual program/department budgets in collaboration with directors and the CFO.
- The maintenance and utilization of outcomes data, and the assessment and utilization quality assurance Results.
- Program compliance with all licensure regulations and standards.

The COO demonstrates leadership by:

- Developing, managing, coaching and leading direct reports individually and in teams.
- Guiding larger multi-disciplinary teams outside of direct span of control.
- Facilitating meetings that encourage cross-department collaboration.
- Ensuring Northeast Arc's mission and evolving strategy, operational delivery and quality of services is supported and expanded upon.

### **Supervisory Responsibilities**

Director, Community Employment

Director, Specialty ABA Services

Director, Long Term Services and Supports

Director, Residential Services

Director, Family Services

Director, Clinical Services

IT Director

Administrative Assistant

### **Qualifications**

*To perform this job successfully the incumbent must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill, and/or ability required. Reasonable*

*accommodation may be made to enable individuals with disabilities to perform the essential job functions.*

### **Education and Experience**

Highly qualified candidates will bring the following experience and attributes:

- A master's degree in business, social work, healthcare administration, or related human service field.
- A minimum of 5 years proven operational and leadership experience and success in a human services, community/residential based, health care and/or nonprofit setting.
- A track record delivering superior results, and assuming leadership roles.
- Demonstrated ability as a manager, leader, and coach.
- Strong relationship builder and communicator with experience leading diverse work teams, engaging community partners, and developing an organization-wide strategy for program excellence.
- Proven experience developing highly effective teams.
- Ability to pay attention accurately and efficiently to details without losing sight of strategic priorities.
- Excellent communication skills and interpersonal skills and ability to exercise tact in organizational settings.
- Demonstrated integrity, excellence in her/his work, and experience leading others to new levels of effectiveness and programmatic impact.

### **Computer Skills**

Incumbent must be computer literate and have demonstrated proficiency conducting research using the Internet, use of email and have advanced skills in EXCEL, WORD, and Power Point

### **Analytical Skills**

Must have demonstrated ability to problem-solve, handle emergencies, meet deadlines and successfully manage multiple projects simultaneously.

### **Language Skills**

Ability to read, analyze, and interpret the most complex documents. Exceptional interpersonal skills and the ability to respond to the most sensitive inquires or complaints from families, staff or the public. Demonstrated ability to write reports, business correspondence, procedures, speeches and articles. Ability to effectively facilitate meetings and make effective and persuasive speeches and presentations on controversial or complex topics to senior management, public groups, and/or boards of directors.

### **Mathematical Skills**

Ability to work with mathematical concepts such as probability and statistical inference and fundamentals of sound business practices. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of materials and deal with several abstract and concrete variables.

### **Certificates, Licenses, Registrations**

Valid driver's license and reliable transportation.

### **Physical Demands**

Regularly required to use hands to finger, handle or feel; required to talk and hear; stand, walk and sit; and occasionally required to reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

### **Work Environment**

While performing the duties of this job the incumbent is occasionally exposed to outside weather conditions when traveling. The noise level in the work environment is usually moderate.

### **Travel**

Some travel to conferences, seminars, and trade association events/activities to acquire specialized knowledge/skills or to represent Northeast Arc to others sharing the vision, goals or programs offered by the agency.

*This job description is not all inclusive and does not state or imply that these are the only duties/responsibilities to be performed by the incumbent. The incumbent is required to follow/perform any other job-related instruction/duty/project as directed by the Board of Directors.*

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