



Job Description

CHIEF OPERATING OFFICER

DEPARTMENT: Executive
REPORTS TO: President/CEO
HOURS/STATUS: Full time/ Exempt

JOB SUMMARY

The Chief Operating Officer (COO) is based out of Willow's administrative offices and is responsible for providing operational and programmatic oversight of Agency activities in support of policies, goals, and objectives established by the President/CEO and Board of Directors. The COO works closely with the President/CEO, and Executive leadership team to promote a culture of high performance and continuous quality improvement that values a commitment to service and excellence. As the "second in command" of the Agency, the COO will provide Executive leadership within the Agency, serve as a representative of the Agency in the community, and oversee the delivery of survivor-centered programs and services in compliance with regulations and in alignment with the practices and Principles of Trauma-Informed Care.

The COO must be able to respond to after-hours requests as dictated by the business (Willow is an emergency services provider and is open 24 hours a day, 7 days a week).

This is an exempt position, with a pay range of \$82,000 - \$89,000 annually.

DUTIES AND RESPONSIBILITIES

Leadership and Strategy Implementation

1. Serves as contributing thought leader for the strategic direction of the Agency in fulfilling our mission, vision and strategic goals in alignment with our values.
2. Partners with the Board of Directors, the President/CEO, and Willow staff members to develop and implement Agency strategic plan, initiatives and protocols necessary to manage current program activities and projected growth.
3. Works closely with the President/CEO and leadership team to promote a culture of high performance and continuous quality improvement with a steadfast commitment to diversity, equity, excellence and supporting staff development.
4. Works with the President/CEO and the Director of Finance to maintain an annual operating plan that supports the Agency's annual goals, budget and operations strategy, exercising strong working knowledge and sound judgment of organizational levers impacting expenses and revenue of various activities and programs.
5. Facilitates strong communication between the Executive leadership team and Agency departments to remove obstacles, improve responsiveness and facilitate prompt, efficient data-driven decision making.
6. Recruits, motivates and leads a high performance management team that oversees programs and services. Provides direct supervision for the Director of Shelter Operations and the Director of Advocacy Services. Delegates duties and responsibilities as necessary, establishes goals and objectives in alignment with the strategic plan, and conducts regular performance reviews.
7. Collaborates with the leadership team to create, implement and monitor programs and initiatives designed to ensure cultural sensitivity and equity for staff, clients, and community partners.

Accountability, Compliance and Safety

- ✔ Plans, develops, and implements strategies to meet agreed organizational performance plans within agreed budgets and timelines.
- ✔ Fosters a collaborative environment of excellence and accountability to ensure that the responsibilities and authorities of all staff are defined and understood.
- ✔ Implements and leads a continuous quality improvement process throughout the Agency and demonstrates best practices.
- ✔ Oversees adherence to operating policies and procedures consistent with federal and state regulations, and best practice.
- ✔ Oversees the planning and execution of disaster preparedness and response operations, in conjunction with the management team.
- ✔ Implements training protocols for staff development and ensures compliance with any safety and regulatory requirements.
- ✔ Oversees submission of all appropriate documentation to funding agencies in adherence with their guidelines.
- ✔ Oversees grants awarded in programs, ensuring compliance with all stated objectives and deliverables.

Other Duties as Assigned

- Assists the CEO in identified strategic initiatives including goal setting, resource procurement, and promoting Willow's mission.
- Serves on the Agency Executive leadership team to inform on agency policy, strategic decisions, and implementations.
- Champions Willow's culture and work to assure employees are engaged and supported.
- Represents Willow at the leadership level at community meetings and speaking engagements or with other partners as requested.
- Serves as a member of additional teams and groups at Willow and in the community when relevant.
- Maintains confidentiality and completes all job functions ethically and in a culturally competent manner.
- Pursues professional development opportunities and completes any necessary trainings to properly complete job functions.
- Any other duties as may be assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree from accredited institution required, Master's Degree preferred.
- Minimum of 7 years demonstrated leadership and management of multi-faceted teams in an operations and/or program oversight function.
- Demonstrated understanding of and commitment to inclusion and anti-racism.
- Strategic thinker and demonstrated ability to implement change.
- Excellent supervision, planning and teambuilding skills with the ability to organize the work and communication of a team.
- Excellent written and oral communication skills.
- Strong working knowledge of operational and programmatic functions.
- Strong working knowledge of budget planning and monitoring.
- Strong understanding of and commitment to the principles and actions of the Trauma-informed care approach.
- Strong people skills with the ability to interact with agency representatives, donors, community leaders, and others.
- Proficient knowledge of MS Office and demonstrated ability to understand and utilize other software applications as required by the position.
- Flexibility and the willingness to perform hands on-work required.

Must be able to work evenings and weekends when necessary.

HOW TO APPLY

Submit cover letter and resume by mail or email:

◦ **Mail: P.O. Box 39601, Rochester, NY 14604**

◦ **Email: HR@willowcenterny.org**

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.