Chief Operating Officer
Job Description

Title: Chief Operating Officer
Reports to: Chief Executive Officer
FLSA Status: Exempt
Wages: $105,000.00/Annual Salary
Job Type: Full Time
Location: Pacific Beach Office

Direct Reports: Legal Services Director; Clinical Director; Prevention, Education, and Advocacy Services Director; Housing and Advocacy Services Director; Sexual Assault Services Director; Operations Manager; Data Solutions Manager.

Summary: Reporting to the Chief Executive Officer, the Chief Operating Officer is responsible for overseeing all operations, programs, and facilities as well as contract compliance. The Chief Operating Officer provides leadership, management, and the vision necessary to ensure that the Agency has proper operational controls and strong administrative and reporting procedures. To effectively grow the organization, the COO must ensure budgetary compliance, operating efficiency, and financial strength while embodying a philosophy of trauma-informed practices. The position accomplishes this through a respectful, constructive, and energetic style aligned with CCS’ mission and value system. Overall responsibility for the strategic development, operational & financial performance of the Agency.

Essential Functions:

- Provide day-to-day leadership and management and foster an agency culture that mirrors the Agency’s adopted mission and core values.
- Responsible for the measurement and effectiveness of all internal and external processes.
- Spearhead the development, communication, and implementation of effective growth strategies through innovative business development ideas, programs, and processes.
- Collaborate with the leadership team to develop and implement plans for the operational infrastructure of systems and processes designed to accommodate the rapid growth objectives of the Agency.
- Proactively identify training needs and facilitate the development of training agendas in support of organizational performance.
Oversee contract compliance for all programs to ensure the Agency is delivering on all areas of contract agreements, including RFAs, RFPs, special conditions, handbooks, government guidelines, scopes, timelines, reporting and all other deliverables.

Oversee management of program budgets, including ensuring program expenses, petty cash, and fee for service revenue are consistent with Agency fiscal policies, grant guidelines and available financial resources.

Demonstrate entrepreneurism in the development of new trauma-informed programs designed to support survivors and prevent abuse. Seek sources of revenue associated with this goal.

Lead ongoing quality improvement process to ensure excellence in program operations and data management which includes ongoing review, analysis, and evaluation of client related data.

Effectively lead Program Directors providing day-to-day oversight and support.

Oversee all aspects of facilities management, including construction, building maintenance plans and budgets, leases, opening and closing offices, and any office moves.

Active participation in Board of Directors meetings.

Introduce, represent, and develop new strategic partnerships with Agency clients, donors, and community partners.

Other duties as assigned.

Job Requirements:

Education:

- Master’s degree in Counseling, Social Work, Business Administration, Nonprofit Management, or related field; or a combination of relevant education and experience.
- Complete California State-approved Domestic Violence and Sexual Assault Crisis Intervention Training, complete a minimum of 12 hours of ongoing training per year as required (or must complete upon hiring)

Experience:

- Three (3) or more years working in trauma, or related field
- Five (5) or more years working in a senior management role.
- Two (2) or more years working with nonprofit government contract management and compliance.
- Proven strong general management background, including an understanding of finance, systems, human resources and other business functions.

Preferred Experience:

- Bilingual English/Spanish

Core Competencies:

- Excellent written and oral communication skills
- Computer proficiency with Microsoft Office Applications (Word, Excel, Outlook, Power point, Access)
- Organized and detail oriented with the ability to effectively multi-task, prioritize, and meet deadlines
- Ability to maintain a proactive approach and execute all duties in their entirety
- Proactively adapt to always changing requirements and duties

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Maintain confidentiality and respectful communication at all times
- Must show a passion and sensitivity for trauma work.
- Must demonstrate an acceptance and respect for cultural diversity in all its forms, including ethnicity, sexual orientation, abilities, and religious backgrounds and an ability to work collaboratively in an ethnically, linguistically, and culturally diverse environment.

Working Environment:
This job operates in a professional office environment. Some outreach and off-site activities will be held in other locations, as requested. Must maintain personal cell phone for work-related purposes. Ability to work in IPV, SA, and stalking fields. Working conditions may include possible exposure to communicable diseases related to those typically found in social services setting. Full COVID-19 vaccination required to successfully fulfill the duties of the job.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to carry up to 50lbs.

Travel:
Approximately 50% local and domestic travel may be required. Must have reliable transportation available for work-related purposes, a valid California driver’s license, and proof of automobile insurance.

Work Hours:
The employee must be available during Agency working hours of 8:30 a.m. to 5:30 p.m. Evening and weekend work may be required as job duties demand.

To Apply: Please submit a resume and cover letter to Cori Austin at CAustin@ccssd.org

CCS is an equal opportunity employer that strives to create an inclusive environment and a diverse workforce from all backgrounds, abilities, and cultures.

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