



Chief Operating Officer (COO)

Reports to: President/CEO

Location: Richmond Office

Supervises: Directors and Managers of Programs and Operations

FLSA Status: Exempt

Job Purpose:

Family Lifeline's COO is responsible for overseeing the day-to-day operations, financial health, programmatic success, and strategic growth of the organization. This role combines leadership of both program administration and operational management to ensure that the organization meets its goals effectively and efficiently. The COO will work cross-functionally, setting and managing key performance indicators, ensuring compliance with regulatory requirements, and promoting a culture of innovation and strong employee engagement.

Qualifications:

- Bachelor's degree in business administration, Social Work, or related field; MBA or MSW preferred.
- Minimum 10 years of progressive leadership experience; preferably 5 years in senior roles overseeing finance, operations, and/or program administration.
- Strong understanding of corporate finance, nonprofit program management, and regulatory compliance.
- Excellent strategic thinking, problem-solving, and interpersonal communication skills.
- Demonstrated ability to lead in a collaborative and inclusive manner.
- Highly proficient in Microsoft Office Suite, CRM and/or database. Experience with financial management software preferred.
- Commitment to community-based work and alignment with Family Lifeline's mission

Key Responsibilities:

1. Operational Leadership:

- Partner with the CEO to ensure operational compliance with policies, regulations (e.g., licensing, Medicaid regulations for Home Care), and evidence-based model standards.
- Manage daily operations with an emphasis on streamlining and automating business processes to enhance efficiency.



- Oversee directors and managers across the organization, including but not limited to Director of LTSS, Director of Early Childhood, Manager of Operations, and Community Health Manager.
- Develop and implement organization-wide initiatives to foster a strong culture and employee engagement in partnership with the Operations Manager.

2. Risk Management:

- Identify and proactively mitigate operational and financial risks.
- Ensure all programs comply with legal and regulatory requirements, particularly in areas such as Medicaid and home care licensing.
- Oversee insurance, building maintenance, and technology vendor relationships.

3. Program Leadership:

- Provide strategic oversight and leadership for all programs, ensuring alignment with the organization's mission and vision.
- Ensure all programs meet grant requirements, and regulatory standards and monitor program performance through data-driven analysis.
- Foster growth and identify new program opportunities, leveraging strategic partnerships.
- Regularly evaluate the quality of services and bridge gaps between client needs and service offerings.

4. Innovation and Growth:

- Identify growth opportunities for the organization, including new service lines or locations.
- Drive innovation and continuous improvement across all programs and operational functions.
- Utilize data and technology to optimize service delivery, program outcomes, and operational efficiency.

5. Staff Development and Leadership:

- Lead, mentor, and develop a high-performing team across both programmatic and operational functions.
- Support staff during organizational transitions and foster a culture of accountability and innovation.
- Ensure completion of timely performance evaluations for all team members.
- Attract, coach, and retain top talent to support the organization's long-term goals.



6. Stakeholder and External Relations:

- Build strong relationships with community partners, funders, and external stakeholders.
 - Represent the organization in community forums and coalitions to enhance visibility and partnerships.
 - Engage with board members to present financial and programmatic updates and strategies.
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- Demonstrated ability to lead in a collaborative and inclusive manner.
 - Highly proficient in Microsoft Office Suite, CRM and/or database. Experience with financial management software preferred.
 - Commitment to community-based work and alignment with Family Lifeline's mission

Physical Requirements:

- Ability to sit for long periods, climb stairs, possess manual dexterity, and lift/move up to 15 pounds.

Note: This description is not intended to cover all the duties of a single job. Additional duties may be assigned, or duties may be reassigned at any time and at the discretion of management.

Approved by: Jennifer Case, October 2024

Employee Signature:

Date:
