



Advancing Individual
& Community Health

POSITION DESCRIPTION CHIEF OPERATING OFFICER

OPPORTUNITY:

Child and Family Agency of Southeastern CT (CFA) seeks a hands-on Chief Operating Officer (COO) with demonstrated management and programmatic experience to play a critical role as an integrator involved in all aspects of the agency's operations. The COO reports to the Chief Executive Officer (CEO). The COO leads a team consisting of Directors and Department Heads. S/he administers and supervises the direct service programs to the agency's clientele and oversees day-to-day operations, and assists the CEO in planning, organizing, and implementing strategic initiatives. The position requires a program-focused leader capable of multi-tasking who has a passion for the mission, strong management experience, and a clear understanding of risk management, compliance, reporting, and human resources.

ABOUT THE ORGANIZATION:

CFA provides equitable, high-quality mental health, medical, and supportive services. We are dedicated to ensuring that all in our community—especially those who need us most – have access to the programs and services that will enhance their lives, shape their futures, and give them hope. To learn more, visit <https://www.childandfamilyagency.org/>

AREAS OF RESPONSIBILITIES:

Strategy, Vision, Leadership:

- Serve as a strategic adviser and thought partner to the CEO in organization-wide planning and development.
- Develop and implement organizational systems and processes to maximize efficiency and support future growth.
- Support the implementation of CFA's strategic plan with a particular focus on financial planning, sustainability and strong talent management.
- Assist the CEO in planning, organizing, and implementing strategic initiatives.
- Through action and behavior, model best practices, habits, and practices for staff.
- Identify and assess emerging operations gaps, working to proactively overcome and address issues and gaps.
- Build a culture that attracts and retains top talent for all positions at the organization.
- Serve as an advisor to leadership and senior staff.

Operations Management:

- Lead the day-to-day internal operations and work to solve issues quickly and effectively with an eye toward the best interests of the organization.
- Ensure the organization has the necessary infrastructure, including technology and facilities, to operate effectively and on scale as needed.
- Oversee the organizations risk management and compliance responsibilities, implementing policies and systems to ensure the organization adheres to all relevant regulations and federal employment laws.
- Manage and oversee vendor relationships, partnerships and contracts.

Financial Growth:

- Expand CFA's impact through new site development, program expansion, and strategic partnerships.
- Explore opportunities for mergers and acquisitions to enhance CFA's reach and resources.

People Management:

- Lead a high performing team to the next level by further developing and implementing recruitment, training, and retention strategies.
- Oversee training programs for staff at all levels to raise performance standards and ensure consistency and accountability.
- Coach, develop, manage, and lead a team of Director level staff.
- Maintain an organizational culture that attracts, develops, and retains excellent staff.
- Leverage and design systems, processes, and protocols to ensure program excellence and accountability.

QUALIFICATIONS:

Our ideal candidate will embody the values of CFA and bring a strong commitment to the mission through leadership and strategic insights with the following skills and characteristics:

- Master's degree from a licensed and regionally accredited university in business or nonprofit management, or equivalent experience/expertise.
- Experience working within nonprofits is highly preferred.
- Senior management experience working cross-functionally across finance, operations, administration, human resources, and IT in complex organizations.
- Effective and persuasive communicator, strong interpersonal skills, and the ability to communicate and collaborate with a broad range of audiences.
- Superior problem-solving, managerial, and conflict-resolution skills.
- Judgment and discretion to manage confidential and difficult matters.
- Ability to work strategically and collaboratively across the organization.
- Effective, versatile, and action oriented.
- Ability to work well under pressure with tight deadlines and multiple priorities.
- Able to envision a bright future.

BENEFITS AND COMPENSATION:

This is a full-time salaried, exempt position. The successful candidate will be offered a competitive compensation and benefits package. The salary range is between \$150,000-\$155,000, depending on experience. The candidate is expected to work on site in the office, with some remote work possible. All employees are required to complete and clear DCF background check upon hire and must pass criminal background check. In addition, candidates must be cleared to work by physician upon hire and every 3 years.

EQUAL OPPORTUNITY EMPLOYER:

CFA is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, age, sexual orientation, gender identity, national origin, veteran or disability status.

TO APPLY:

Please submit a resume and a compelling letter of interest via email. All cover letters and resumes should be sent as ONE PDF DOCUMENT titled “Last Name Cover Letter and Resume” to hr@ctcfa.org. Please title emails as CFA COO SEARCH in the Subject Line. Resumes will be accepted until the position is filled.