



## Job Description

<b>Job title</b>	Chief Operating Officer
<b>Reports to</b>	President / CEO

### Job purpose

The COO reports directly to the President / CEO and is responsible for providing leadership and administers the non-clinical operations of the DAAA process and its contracts, through appropriate assignment of responsibilities and development of fulfilling all necessary functions.

Must be able to demonstrate strong analytical and problem-solving skills, exercise sound judgment and ability to read / analyze complex documents. Must be forward-thinking and a creative individual with high ethical standards and an appropriate professional image. A strategic visionary with sound technical skills, analytical ability, good judgment and strong operational focus.

### Duties and responsibilities

- Directly supervise the following programs and services: Older American Act (OAA), Congregate and Home delivered Meals, Home Repair, and Planning Processes and Activities, Additionally, supervise the MIS, Outreach, Information and Assistance (I&A), and DAAA Office Operations departments.
- Provide leadership, plan, develop, organize, direct and evaluate the organization's operational performance in all aspects of the operation by appropriate assignments of responsibilities and outcome measures
- Lead as a servant leader by being an exceptional listener and be able to synthesize the needs of the team and our clients, and respond with a sense of urgency on critical items that will create a win-win for all parties.
- Evaluate and advise on the impact of long range planning, introduction of new programs/strategies and regulatory action.
- Maintain and enhance credibility for all non-clinical programs and services.
- Responsible for creating and maintaining positive relationships with Providers, management, staff and other key stakeholders.
- Assist the CEO/President and the Board and other senior executives in performing their responsibilities.
- Enhance and/or develop, implement and enforce policies and procedures of the organization by way of systems that will improve the overall operation and effectiveness of the corporation.

- Conduct Performance Evaluations of supervised staff
- Other duties as assigned

### **Qualifications**

#### Education:

- Bachelor's Degree required in Human Services or related field from an accredited college or university required. Master's degree preferred.

#### Experience:

- 7-10 years of demonstrated sound knowledge of Aging and Social Services programs
- 10+ years of related experience and/or training
- 10+ years of leadership experience, (minimally 7 years serving in a senior- executive level), preferably in a non-profit industry.
- Demonstrated skills to leverage federal resources to enhance DAAA services provided
- Excellent interpersonal skills with experience motivating, coaching, and developing high-performing teams

### **Working conditions**

Hours of operation are 8:30am to 5:00pm.

### **Physical requirements**

The person in this position must be able to:

- Remain in a stationary position 50% of the time
- Occasionally move about inside the office to access office machinery, etc
- Constantly operates a computer / phone and/or other office productivity machinery, such as copy machine, and computer printer, etc.
- Primarily works in outdoor weather conditions – not applicable.

### **FLSA Status**

Exempt

### **Salary**

Competitive salary

Disclaimer: This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned; thus, may be subject to change