



Chief Operating Officer

Reports to: Executive Director/CEO
Classification: Exempt
Date: 7/13/2021 rev 3.5.2026

Department: Operations
Classification: Non-Essential
Approved by: Executive Director/CEO

TO APPLY:

Email your resume and a statement of interest to achauvin@woodleyhouse.org. Please put "COO Application" in the email subject line.

JOB SUMMARY:

The Chief Operating Officer (COO) manages the daily administrative operations of the organization and is part of the senior leadership team reporting directly to the Chief Executive Officer (CEO) while working closely with the senior leadership team. The COO will oversee agency operations, information technology, legal contractors, Human Resources (HR)/performance management, organizational development, property management, and organizational values. The COO will provide input for business and strategic planning and setting of goals for departments and individual managers and will collaborate with colleagues to develop and implement policies and improvements. The COO is a leader capable of being a role model with respect to the agency's mission, vision, and values. This is an on-site role.

SALARY RANGE:

\$105,000 - \$115,000

ESSENTIAL FUNCTIONS:

Strategic Planning/Leadership

1. Provide direction and leadership to all staff regarding administrative functions and operations. In conjunction with CEO and senior leadership team, develop business and strategic planning for the organization by anticipating future consequences and trends, and incorporating any necessary changes into the plan. Recommend strategies and tactics for the management of agency resources to maximize quality resident care.
2. Develop relationships with government and other funders and develop results-based contracts with funders in conjunction with the finance team.



3. Evaluate the results of overall operations regularly and systematically, report results to leadership for improvement and growth opportunities.
4. In conjunction with the CEO, work with department and program leaders to establish goals and action plans in line with agency strategic plan and monitor progress.
5. Provide supervision and leadership to assigned staff, completing all required documentation.
6. In conjunction with leadership team, assist with advocacy efforts.

General Operations

1. In conjunction with organization's Quality Improvement/Compliance Officer, provide leadership and oversight for quality improvement strategies, greater efficiency, and effectiveness.
2. Maintain a constant awareness of new trends, laws, and developments in relation to the organization. Ensure that all organization activities and operations are carried out in compliance with local, state, and federal regulations and laws governing business operations.
3. Create structures and processes necessary to manage the agency's current activities and its projected growth. In conjunction with all managers, maintain program statistics and reports and facilities statistics and reports.
4. Develop and implement policy and procedures for program consistency and administrative efficiencies.
5. Assist finance team with plans and oversight of collection of billable services, program fees.
6. Work with governing agencies or other funders as assigned, including Medicaid and Medicaid Managed Care Organizations and within the structure of the organization's contracts with governing and funding agencies.

Human Resources

1. Lead Human Resource team, including contractors.
2. Oversee all related legal matters, coordinating with agency attorneys.
3. Responsible for oversight of personnel management, benefits management, employee relations, policies and process improvements.
4. Assist as needed with securing adequate training for employees to provide services according to regulations.



5. Instill a human capital development and “coaching” culture within the organization; upgrade human resources functions including training, development, compensation and benefits, employee relations, performance evaluation and recruiting.

Information Technology (IT)

1. Lead IT team, including contractors.
2. Oversee IT needs and plans for organization by analyzing the current technology infrastructure and scope out the next level of information technology and systems that support the growth of specific programs and the organization overall.
3. Oversight and leadership for organization’s technology to include but not limited to, selecting and supervising contracts/contractors, selecting, evaluating and management of electronic health records.

Property Management

1. Lead Facilities Management team.
2. Oversee rent collection processes, landlord relations. Coordinate with program management to ensure they receive all necessary information for residents.
3. Oversee all legal matters related to property, coordinate with organization’s housing attorney for correct or vacate and eviction issues.
4. In conjunction with Facilities Manager, ensure smooth systems and communication are occurring for continued care of the physical environments for our residents.

Assist in other tasks as assigned.

ADDITIONAL RESPONSIBILITIES:

1. Fully cooperates with the organization's compliance and quality improvement program.
2. Performs additional related duties as assigned by the Executive Director.

EDUCATION/LICENSURE/CERTIFICATIONS/EXPERIENCE REQUIREMENTS:

Required: Bachelor’s Degree in business, social work/social administration, or related field. Proven experience (7+ years) as a leader/manager; or 5 years in a senior leadership role.



Preferred: Master's Degree in business, social work/social administration, or related field. Public speaking experience. Experience with revenue cycle management. Experience with District government agencies.

Required License/Certification: Valid driver's license, CPR/First Aid

KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

1. Exposure to Operations, Information Technology, legal management, talent development, communications, Human Resources (HR)/Performance Management, Organizational Development.
2. Experience networking within the community to facilitate organizational growth.
3. Knowledge of mental health and substance use disorder treatment and recovery.
4. Excellent written and verbal communication skills with ability to communicate organizational goals and initiatives clearly.
5. Working knowledge of computers, technology.
6. Organized with an attention to detail.
7. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems by considering the relative costs and benefits of potential actions to choose the most appropriate one.

ENVIRONMENTAL WORKING CONDITIONS:

This position is in residential settings and include staff offices, and in the community. These settings may or may not include individual heating and air conditioning controls. The staff office space may or may not include a window.

PHYSICAL DEMANDS:

Must be able to lift up to 20 pounds and climb stairs. May require looking at a computer screen for several hours a day. May be required to sit for long periods.

UNIFORM/DRESS REQUIREMENTS:



Standard company dress code.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____