



## Position Description

**Position Title:** \_\_\_\_\_ Chief Operating Officer \_\_\_\_\_  
**Reports To:** \_\_\_\_\_ Executive Director \_\_\_\_\_  
**FLSA:** \_\_\_\_\_ Exempt \_\_\_\_\_

### About West End Neighborhood House:

The mission of West End Neighborhood House is to provide programs, services, support and advocacy when and where they are needed to ensure our families become self-sufficient, and our communities thrive.

West End's team is dedicated to building community awareness and creating an efficient network of services that helps every Delawarean to reach their maximum potential. Staff and volunteers are committed to our values of respect, innovation, support and safety. Programs are built on partnership models based upon collaboration, and respect. Resources are leveraged in a manner that is strategic and cost-effective in order to achieve our mission and goals without duplicating services.

For the past 140 years, West End has expanded its scope of services building on partnerships with over seventy-five organizations to alleviate homelessness, hunger and provide education, training and prevention. West End currently administers more than twenty-five different programs.

### Position Summary:

The Chief Operating Officer (COO), in partnership with the Executive Director, will provide leadership and strategic vision to the organization. The incumbent will bring operational, managerial and administrative procedures, reporting structures and internal controls to West End. The COO, is a vital leadership role, requiring the ability to effectively communicate among the executive team and all employees, as well as drive results, foster growth, and increase the overall efficiency of the organization.

The COO will oversee a team of (primarily) Director-level team members who are responsible for the day-to-day operations and supervision of our programs (throughout different locations), as well as the volunteer program, and customer service. Further, this role will have responsibility for all information technology-related activities.



### **What You Will Do:**

- Provide high level supervision of staff and leadership of the organization that aligns with West End's mission and overall strategic vision.
- Directly manage and supervise a team of Director-level employees in the areas referenced above.
- Oversee all professional development-related activities for direct reports.
- Assist executive team members in creating, growing and building a world class, organization.
- Drive agency results from both an operational and financial perspective by working closely with the CEO, and other senior leadership team members.
- Create effective measurement tools to gauge the efficiency and effectiveness of internal and external processes. Provide accurate and timely reports outlining the operational condition of the company.
- Works with leadership team members on budgeting, forecasting and resource allocation programs.
- Interfaces, as needed, with the Board of Directors and relevant board committees to drive effectiveness.
- Motivate and encourage employees at all levels as one of the key leaders in the organization including but not limited to professional staff, management level employees and executive leadership team members.
- Forge strategic partnerships and relationships with agencies, vendors, companies, and all other professional business relationships.
- Responsible for the safe and secure operating of all facilities for staff and volunteers.
- Approve purchase orders and review new hires for Executive Directors approval.
- Human Resource management including monitoring and developing policies procedures and policy implementation.

### **Knowledge and Skill Set:**

- Bachelor's Degree or commensurate experience.
- Seasoned in nonprofit management (desired 5 to 7 years executive level operational experience), including demonstrated leadership and management experience.
- Strong team management abilities with a keen focus on development and career enrichment.
- Demonstrated ability to interface with coworkers and leadership; skill in the areas of influence and negotiation.
- Working knowledge of community resources and industry standards.
- Deep understanding of social service program development.
- Solid acumen in the Microsoft Office suite of programs.
- Organizational skills and the ability to prioritize multiple projects.
- Exceptional executive presence, business acumen and presentation skills.
- Budgeting and/or financial focused mindset or experience helpful.
- Development experience a plus.



### **Whom You Will Work With:**

This position will interact with staff members, the leadership team and the Board of Directors, and will oversee a team of seven direct reports.

### **Benefits:**

- Employer contribution to 401k
- Health Insurance with Health Reimbursement Account
- Dental Insurance
- Vision Insurance
- Employer sponsored Life Insurance
- Flexible Spending Account
- Generous Paid Time Off
- AFLAC, Colonial products available
- Paid Holidays

West End Neighborhood House is a cutting edge, non-profit, with 140 years of history-making and social impact in the community. WENH is an equal opportunity employer. Please visit our website, [westendnh.org](http://westendnh.org), to learn more about West End Neighborhood House.

### **Special Requirements:**

- Satisfactory criminal background check at time of appointment and throughout employment in this position.
- Valid Driver's License and acceptable driving record at time of appointment and throughout employment in this position.

### **Working Conditions:**

The incumbent may facilitate workshops, access confidential files, operate equipment and office machinery. In addition, if driving a company vehicle on business, the incumbent must be able to meet the physical requirements of the driving class and have mobility, vision, hearing, and dexterity levels appropriate to the duties to be performed. Also the COO will be needed to make decisions, exercise sound judgment, interpret data, organize, write, plan, prioritize, communicate clearly, de-escalate situations, model respectful non-abusive behavior, critical thinking, critical reasoning, attention to detail, ability to recall, work as a member of a team, and speak in public. Other duties may be assigned by supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Please direct inquiries to Onie Hall, Executive Administrative Assistant, [ohall@westendnh.org](mailto:ohall@westendnh.org).**