

YWCA Evanston/North Shore
Chief Operating Officer
Position Opening

Founded in 1858, the YWCA is the oldest and largest multicultural women's organization in the world and has been in the forefront of most major movements in the United States as an advocate for social change. Dedicated to eliminating racism and empowering women, the YWCA Evanston/North Shore has made a difference in the lives of women, children and families by working to end domestic violence; nurturing women's economic empowerment and leadership; fostering racial, gender and economic equity; and empowering youth through swimming. Additional information is available on our website, www.ywca.org/evanston.

The YWCA Evanston North Shore is seeking a **Chief Operating Officer (COO)** to provide day to day management, direction and support to the development and implementation of programs, program evaluation and operations as well as human resources and facility oversight. This position reports to and works closely with the CEO as a strategic thought partner in implementation of the strategic plan. The COO brings a demonstrated commitment to the mission of the organization. The ideal candidate will be an exceptional, creative and innovative partner, experienced in change management and in helping organizations grow.

Reporting to the CEO, the COO works closely with the leadership team to provide direction, support and management of various program and operational functions of the organization. Programs include Domestic Violence and Prevention, Racial Justice, Women's Empowerment Initiatives, and Financial Literacy. This position supervises 5 staff positions.

The COO is responsible for the following essential functions:

Program Development, Management and Evaluation

1. Provides overall supervision, direction, and support to Program Directors to plan, implement and manage all programs.
2. Works with CEO and Program Directors to initiate creative and innovative programs consistent with the strategic plan.
3. Develops and supervises annual work plans with the Program Directors to accomplish strategic goals and objectives.
4. Works closely with the CEO and Program Directors to develop and monitor budgets.
5. Ensures program excellence and evaluation, ensuring all programs and services align with best practices.
6. Provides oversight and supervision of the evaluation process, including reporting and analysis.
7. Works with Program Directors to ensure program compliance with funding sources.

Human Resources

1. Provides leadership in creating and maintaining an organizational culture consistent with the values, mission and vision of the organization in order to attract and retain qualified staff.
2. Provides oversight and support to the Operations Director in the day to day administration of Human Resources.

3. Works closely with the Operations Director to develop and implement all staff training programs, policies and procedures including new hire orientation, the creation of professional development plans and internal trainings.
4. Provides leadership and direction in revising and maintaining Handbooks and HR Manuals to ensure legal compliance.
5. Conducts a comprehensive benefits and compensation program review.
6. Ensures the organization's compliance with all human resources policies, procedures and practices.
7. Serves as liaison to the HR attorneys and consultants.

Facilities Management

1. Oversees Facilities Manager to plan and implement facility management activities including on-going physical and capital improvements, and the development and monitoring of all safety and emergency procedures.
2. Works with Facilities manager to develop and monitor physical plant and capital budgets.

Employee Supervision

1. Provides leadership, training, support and motivation to all direct staff.
2. Builds and maintains a supportive, collaborative and energetic team.
3. Oversees the work product of direct staff.
4. Ensures that all direct staff understand and adhere to all of the time reporting policies and procedures of the YWCA as well as the Employee Manual and the Supervisor's Manual, if applicable.
5. Ensures that staff are given a timely and thorough performance appraisal.
6. Meets with direct staff on a regular basis to review and discuss their performance and to provide feedback.
7. Develops direct staff by providing opportunities to improve job knowledge, job skills and supervisory/managerial skills, if applicable.

Other Responsibilities

1. Performs other duties as assigned by CEO.
2. Attends senior management and other relevant internal meetings.
3. Pursues professional development.
4. Understands and adheres to all of the YWCA Evanston/North Shore procedures and policies as well as the YWCA Employee Handbook.
5. Represents the organization at relevant meetings.

Qualifications:

Education: MSW or advanced degree in related field

Knowledge and Experience

MUST HAVE:

- 10 or more years of overall professional experience and a proven track record in a senior leadership position in a nonprofit setting.
- 6 or more years experience with program development and management.
- Experience managing and implementing program evaluation.
- 6 or more years in a supervisory position with experience supervising multiple departments.
- Proven ability to create and lead highly engaged and productive senior teams.
- Demonstrated track record of facilitating organization change and development.
- Experience with developing and implementing strategic planning programs.
- Proven track record of working with a wide variety of diverse groups internally and externally.
- Demonstrated ability to work well with the top executive position.
- Demonstrated experience in creating a vibrant, positive and collaborative organizational culture.
- Experience managing human resources and facilities.
- Demonstrated ability to develop and manage organization and program budgets.

Skills:

- Ability to think and plan strategically and tactically in order to move organization forward in meeting strategic goals.
- Exceptional at building relationships, both within the organization and in the community.
- Strong organizational skills and excellent ability to attend to details.
- Excellent high level independent problem-solving and decision making skills with the ability to be flexible, adaptable and to revise strategies as necessary.
- Ability to be creative, flexible, innovative and proactive.
- Exceptionally strong interpersonal, communication (both written and oral) and negotiation skills.
- Computer proficiency using multiple software applications.

Physical Demands: While performing the duties of this job, the employee is:

- Regularly required to sit.
- Required to stand, walk, climb stairs, reach with hands and arms, and reach above the shoulders.

- Must have valid driver's license, proof of insurance, access to a car and ability to travel as required.
- Occasionally required to push, pull, lift and/or move up to 10-15 pounds.
- Must be able to work some evenings and an occasional weekend.

The YWCA Evanston/North Shore is an equal opportunity employer

Email cover letter and resume to:

vpopposition@ywcae-ns.org

No Calls Please