# Chief Operating Officer

**Reports to:** Chief Executive Officer

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<tr>
<th>Level/Grade</th>
<th>Type of Position</th>
<th>Hours/Week</th>
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<tbody>
<tr>
<td>Sr. Executive</td>
<td>Full - Time</td>
<td>40 hrs./week; exempt</td>
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## GENERAL DESCRIPTION
The Chief Operating Officer (COO) is responsible for the development of The Health Collaborative’s financial management strategy as well as contributing to the development of the organization’s strategic goals, specifically in the areas of HR, legal/governance, and communications. In addition to the strategic components, the COO will be charged with providing leadership, oversight, supervision and management of established programs, identifying opportunities to enrich member value and for on-going sustainability and growth.

## JOB RESPONSIBILITIES

### ORGANIZATION OPERATIONS
- Advise the CEO and other key members of the Executive Team on financial planning, budgeting, cash flow, investment priorities, and policy matters.
- Serve as the management liaison to the board and finance/audit committee; effectively communicate and present critical financial matters at select board of director and committee meetings.
- Contribute to The Health Collaborative’s strategic goals and objectives as well as the overall management of the organization.
- Maintain continuous lines of communication, keeping the president informed of all critical issues.
- Represent the organization externally, as necessary, particularly in financial and lease negotiations.
- Oversee, direct and organize the work of the finance, HR, legal and communications teams.
- Upgrade and implement an appropriate system of policies, internal controls, accounting standards, and procedures.

### PROGRAM OPERATIONS
- Oversee the coordination, integration, and delivery of all established programs, contracts and related services, promoting collaborative relationships between program areas and ensuring that the expectations of members, funders, partners, clients, and other stakeholders are consistently met.
- Directly supervise program directors providing coaching to build their skills and confidence so that they can mentor, encourage, and motivate all staff. Provide assistance and guidance on how to troubleshoot program and staff performance challenges.
- Mentor directors on how to proactively engage in planning to improve program management.
- Employ an attitude of continuous improvement, constantly evaluating programs and looking for opportunities to deliver high caliber member value.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Mentor and develop staff using a supportive and collaborative approach: assign accountabilities, set objectives, establish priorities, and monitor and evaluate results.

### OTHER
- Ensure proper use and protection of information assets by complying with the organization’s information privacy and security policies to protect assets from unauthorized access and by reporting any security events or potential events or other security risks to the organization.
- Other duties as assigned.

## POSITION REQUIREMENTS
- Minimum 10 years of experience in a senior management role with in-house financial management experience gained in a high-growth organization.
- Minimum of 7 years of experience in operational efficiencies, preferably in a healthcare environment, with high level understanding of HR, legal, nonprofit governance, and communications practices & policies.
- Project Management experience, or certification, in running large projects to successful completion.
• Experience either as an employee or board member of a nonprofit organization; must be familiar with nonprofit finance and accounting regulations.
• Proven track record of success facilitating progressive organizational change and development within a growing organization.
• Excellent judgment and creative problem-solving skills including negotiation and conflict resolution skills.
• Strong mentoring, coaching experience to a team with diverse levels of expertise.
• Entrepreneurial team player who can multitask.
• Superior management skills with ability to influence and engage direct and indirect reports and peers.
• Self-reliant, good problem solver and results oriented.
• Energetic, flexible, collaborative, and proactive; a team leader who can positively and productively impact both strategic and tactical finance and administration initiatives.
• Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, board of directors, and staff.
• Ability to operate as an effective tactical as well as strategic thinker.
• Demonstrated ability to provide performance coaching to staff.
• Proficient in Microsoft Word, Excel, Power Point, Project.
• Demonstrated commitment to values of integrity, customer service, innovation, and collaboration/teamwork required.
• Passion for The Health Collaborative’s mission.

EDUCATION/CERTIFICATION REQUIREMENTS
• B.S./B.A. degree required, preferably in business administration or equivalent experience in related field
• Master’s degree preferred

OTHER INFORMATION
• Must be able to travel by car to meetings and events throughout the Greater Cincinnati region.
• Must be able to remain in a stationary position, often standing or sitting for prolonged periods.
• Occasional overnight travel may be required for meetings and conferences.
• Salary range: $150,000-$175,000.

APPROVED BY  C. Brammer, CEO    DATE POSTED  July 27, 2021

Disclaimer: Nothing in this job description restricts the company’s right to assign responsibilities to this job at any time as critical features of this job are subject to change any time.