



## **POSITION DESCRIPTION CHIEF OPERATING OFFICER**

### **OPPORTUNITY**

Pacific House is a leader in the development of deeply affordable, permanent supported housing and emergency shelter, offering a rich array of services that help prevent and end homelessness in the community. For those experiencing homelessness, their team works tirelessly to help them move on to supported and affordable places to live in Stamford, Norwalk, and Danbury, including housing that Pacific House develops and operates. Pacific House is part of the larger effort to find solutions to help those teetering on the edge of homelessness secure long-term life solutions and is a member of the Fairfield County Coordinated Access Network.

Pacific House seeks a hands-on Chief Operating Officer (COO) with demonstrated management and programmatic experience to play a critical role as an integrator involved in all aspects of the agency's operations. The COO leads a team consisting of middle managers and department heads. S/he oversees all programming for the organization (i.e., the shelter programs and permanent supportive housing), day-to-day operations, and can effectively represent the agency with respect to government grants, foundations, community banks, and other funding sources. The COO reports to the Executive Director. The position requires a program-focused leader capable of multi-tasking who has a passion for the mission, strong management experience, and a clear understanding of risk management, compliance, reporting, and human resources.

### **MAJOR RESPONSIBILITIES**

#### **Programs**

- Oversee Pacific House's deeply affordable traditional housing units (currently 15 buildings), collaborating with federal, state, and town partners. Ensure the delivery of services are met along with all local and state housing standards. Strong knowledge of case management and permanent supportive housing are necessary.
- Oversee the Stamford Emergency Shelter Program and the TBD Danbury Shelter Program, and all facets held within (i.e., day program, case management, health care, outreach, young adult program, and recovery program). Strong knowledge of all program components and the ability to speak to community partners and donors about this work.

- Follow evidence-based practices in order to ensure high quality services are effectively carried out for all shelter programs in a fiscally, legally and ethically responsible manner.
- Manage budgets for all programs.
- Partner with and represent Pacific House to local governments (i.e., City of Stamford, Norwalk, and Danbury) and Federal agencies (i.e., HUD, DMHAS, DOH) to promote collaboration and interaction.

### **Operations**

- Supervise day-to-day program operations and work closely with the Executive Director to identify challenges in operational processes and develop strategies to improve efficiencies.
- Serve as a key member of the Executive Team and participate in setting agency strategy and operating goals. Translate strategy into operational plans.
- Collaborate and partner with other departments to ensure positive organizational culture.
- Hire, train, develop and evaluate program staff. Ensure compliance with current federal, state, and local regulations.
- Develop training programs for staff at all levels in order to raise the standards of performance, and ensure consistency and accountability.
- Support the Executive Director in his absence. Perform miscellaneous duties and projects as assigned.

### **Grant Management**

- Manage all government grant applications, representing the agency externally with respect to the state, foundations, community banks, and other funding sources.
- Work closely with Opening Doors Fairfield County (ODFC) on funding opportunities to be a leader in shelter and permanent supportive housing.
- Monitor regular metrics for positive housing placement for HUD and ODFC grants; responsible for audits and evaluations.
- Analyze performance measures, present key findings to the staff and board, and articulate follow-up actions.

### **EXPERIENCE**

Minimum of 7-10 years of increasingly responsible leadership/management positions including a keen understanding of nonprofit organizations and the dynamics of its operations. Strong relationship development skills, the ability to manage highly competent people to high levels of performance, and skill in establishing effective project management processes. Must exhibit excellence in leadership within the organization and community. Superior analytical and problem-solving skills. Comfortable and proficient utilizing the latest technological tools for communication, record-keeping, and management.

Experience and familiarity with affordable housing, property management, or real estate is not required but is seen as a plus. Strongly encouraged to have an understanding of trauma-informed practices, motivational interviewing, harm reduction, and critical time intervention with respect to caring for clients.

### **EDUCATION**

An undergraduate degree and/or training with an advanced degree in social services and/or public administration is required. Finance, administration, and fundraising experience and/or disciplines are nice to have, but not required.

### **PERSONAL ATTRIBUTES**

This is an operational position with a focus on programs, so a self-driven leader with a high level of integrity and positivity who can work independently and fit into the Pacific House culture is a must. Outstanding communication skills. Strong administrator who values and develops Pacific House's dedicated team of staff while holding people accountable. Strategic, collaborative, and able to envision a bright future.

### **COMPENSATION**

The successful candidate will be offered a competitive compensation and benefits package.

### **COVID-19 CONSIDERATIONS**

Facilities are open because we run shelter and residential programs. Employees and clients are screened for temperature and symptoms daily. All employees are required to wear masks in common areas. This is not a virtual position; the COO will be expected to work on site.

### **EQUAL OPPORTUNITY EMPLOYER**

Pacific House is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, age, sexual orientation, gender identity, national origin, veteran or disability status.

We are only considering resume & cover letters submissions via email.

All cover letters and resumes should be sent to [PacificHouseCOOSearch@gmail.com](mailto:PacificHouseCOOSearch@gmail.com)

Please name your documents as follows:

LAST NAME – COVER LETTER and LAST NAME – RESUME

Resumes and cover letters will be accepted until December 4, 2020.

Visit Pacific House's website at [www.pacifichouse.org](http://www.pacifichouse.org)