



Ruth & Norman Rales Jewish Family Service

Chief Operating Officer

Position Description

Background

Ruth & Norman Rales Jewish Family Services ('JFS') was created in 1979 as the first agency of the Jewish Federation of South Palm Beach County. JFS began with a part time social worker and is now an agency with a \$25 million budget and growing. JFS offers a comprehensive range of programs and services which support people of all ages and beliefs. With locations in Boca Raton and Delray Beach, JFS programs and services include food and financial assistance, senior services, behavioral health services, family and children's services and many volunteer opportunities.

The current Chief Operating Officer ('COO') is retiring after 32 years with JFS, and the agency needs to hire a new COO with strong strategic, financial, organizational and programmatic leadership experience. Currently, the agency is embarking on a new comprehensive fundraising and strategic plan. The COO will be an integral part of that and will oversee many of the organization's programs and strategic initiatives.

Summary

The COO must be a dynamic executive with a proven record of experience and accomplishment with program management, community partnerships, strategic planning, finance, and staff management. The individual must be both strategic and tactical in their approach. The COO will provide strong day to day leadership presence to a high performing professional team and be a strategic partner to the CEO. The COO assists the CEO in fulfilling special assignments and serves as a sounding board for new ideas and management decisions, identify and implement strategic initiatives, fundraising, Board development and project development. The COO also serves as a community liaison and public speaker, representing the CEO when required. This senior executive serves on the Senior Management Team and will work with the CEO to develop and steward relationships with the Board of Directors and Major Donors when required. Excellent interpersonal relationship skills are critical to success.

Responsibilities

Program Oversight

The COO will manage six program managers and provide support to those programs with leadership, budgeting and compliance, grant management, communications, and strategy.

Thought Leadership / Strategic Planning

The COO will work in partnership with the CEO and Board of Directors to create, implement and evaluate a bold strategic vision/plan and an annual operating plan. He/she will ensure the financial and human resources are properly deployed to successfully implement the plan, taking on specific assignments as needed. Results will be regularly and systematically evaluated ensuring progress is being made and goals are met. Progress in achieving the vision will be effectively communicated to the CEO, the Board of Directors, the staff and key stakeholders and donors. They will support the CEO, Management Team, and Staff in their efforts to achieve JFS's strategic vision.

Board Relations

The COO, in coordination with the CEO and lay leadership, will direct JFS's leadership development efforts with the goal of strengthening current leaders and building a pipeline of future leaders for JFS and the broader community.

Management

The COO will report directly to the CEO and will serve on the senior management team and will have a consistent leadership presence. The COO will motivate their program managers and ensure resources are available to maximize performance. The COO will lead their program managers in improving and overseeing the operational infrastructure of systems, processes, and policies. The COO is also responsible for ensuring compliance to the annual operating budget for each program. The COO will motivate their program managers and ensure resources are available to maximize their performance. They will develop and implement a performance management system for their direct reports with clear expectations and metrics.

Community

The COO will represent JFS in building positive relationships with all Agency executives located on campus organizations and thus it is of paramount importance that the COO be viewed favorably by lay leadership, donors, and other community professionals. The COO shall have primary responsibility for creating within their team and the community an attitude of cooperation and service. The COO must earn and maintain the respect, trust, and confidence of all.

The COO is:

- A collaborative hands-on executive leader with 10+ years of experience in business, government, in a for profit or non-profit sector.
- Experienced in navigating complex, multi-faceted organizations, and systems.
- Experienced in developing and implementing strategic partnerships with vendors, campus agencies and lay committees.
- A strong leader with proven experience in motivating and inspiring high performing professional teams.
- Financially astute with an understanding of organizational finances.
- Sensitive to the diverse needs of staff and can provide clear guidance, expectations, require accountability and provide regular and consistent feedback.
- Systems focused and continuously strives to create and improve internal systems that help JFS maintain continuous quality improvement.
- Data savvy with proven experience in making data-driven decisions and creating actionable metrics.
- An outstanding communicator who values the input of others and understands the importance of transparency in building credibility with staff and key stakeholders.
- Experienced in working with and values the lay/professional partnership.
- A self-starter with highly developed interpersonal skills allowing them to relate well to staff, agency heads, lay leadership, donors, and the community at large.
- A collaborative leader with other c-level executives. Must value teamwork
- A motivator and mentor of employees at all levels
- A growth oriented, positive, and encouraging leader who can keep employees and management accountable to company policies, procedures, and guidelines.
- Committed to community and has a passion for the mission.

Qualifications

- Background in social services, healthcare, or similar related fields with strong financial acumen.
- Prior experience managing complex programs.
- 7-10 years of executive level operational experience is required.
- Exceptional executive presence, financial acumen, and presentation skills.
- Bachelor's degree in business or related field. MBA or MA in Finance or Operations is desired.

For more information or to apply, please contact Carin@sageviewconsulting.com