

Chief Operating Officer

Parents & Friends, Inc. (PFI) is an independent, nonprofit organization that has served people with developmental disabilities for over 60 years. PFI is seeking a full-time Chief Operating Officer to join our team, who will oversee PFI's operational functions. The Chief Operating Officer (COO) will work closely with the Chief Executive Officer (CEO) to execute and strengthen the organizational infrastructure to meet today's challenges and those of the future.

The COO will oversee the day-to-day operational functions of Parents & Friends, Inc. and take on the leadership role in building and managing effective systems, including compliance with regulatory agencies, financial analyses and reporting, information technology. Facility resource management for the organization that is comprised of three main areas: (1) Coastal Support Services, which includes a state-licensed Residential Care Facility for the Elderly, Supported Living Services and Independent Living Services, (2) Community Integration Services, which includes a state-licensed day program, a community integration training program, an employment program, and an after-hours socialization program, and (3) the Paul Bunyan Thrift Store, a retail operation which raises important funds for the organization.

Essential Duties & Responsibilities

Leadership and Management

- Participate as a member of the management team to formulate and implement policies and plans to meet the organization's short- and long-term objectives.
- Lead regularly scheduled meetings and provide direction
- Manage, mentor and evaluate program directors.
- Motivate staff for success, promote team building, create professional and technical skill development, and establish and maintain effective working relationships.
- Promote a culture that values clients and staff in a learning and a commitment to quality environment.

Strategic and Financial Oversight

- Identify risks that prevent PFI from accomplishing its Mission and work with the CEO to mitigate risks through implementation of process improvements, internal control processes and contingency planning.
- Assist in the development of uniform policies, procedures, methods for oversight, short-term objectives and long-range goals to improve the business, as assigned by the CEO.
- Participate in annual budgeting, performance to budget, business planning and revenue monitoring

Administration and Operations

- Prepare and present timely analyses and reports on program performance.
- Adhere to federal, state, and local business requirements; enforcing compliance and taking action when needed.
- Participate in monthly Board meetings and prepare monthly status reports for the Board.
- Work with Directors to ensure ongoing projects comply with requirements of funding sources and regulatory agencies.

Skills and Education Requirements

- BA/BS degree in Business, Social Services or related field required; MBA a plus.
- Minimum of 5 years of experience in a senior management position.
- Familiarity with Titles 17 and 22 and/or experience and understanding of the field of developmental services.
- Excellent interpersonal and communication skills including active listening.
- Must have the ability to communicate and present information in a clear manner to management, staff, board members and external partners.
- High proficiency with MS Office products and technology a must.
- Excellent leadership skills, business acumen and ability to effectively manage, lead and supervise a multidisciplinary team.
- Demonstrated experience with fiscal management, including forecasting, budgeting, and reporting
- Excellent verbal and written communication skills; exemplary in managing interpersonal relationships, externally and internally, with a wide range of people including clients, staff, funders, stakeholders and the general public.
- Must have the ability to delegate effectively.
- Must be able to live in Fort Bragg, California
- Must have a clean DMV record, a negative TB test, pass a background check and fingerprint clearance.
- Other projects and duties as may be assigned by the CEO.

Compensation & Benefits

Competitive salary commensurate with experience, generous benefits including medical, dental, vision & life insurance, paid vacation, and a 403(b) plan. SEP-IRA retirement savings plan also available.

For more information about Parents & Friends, see our website at: www.parentsandfriends.org