



Date Updated: June 24, 2022 **Position:** Chief Operating Officer
Department: Senior Leadership **Reports to:** Chief Executive Officer
Location: Main Office **Salary Range:**

JOB DESCRIPTION

Agency Description:

HOPE Atlanta’s mission is to help Georgians avoid homelessness and hunger through a comprehensive approach that equips them with the tools for lifelong stability. Founded in 1900, the organization offers an array of evidence-based “housing first” and hunger relief services, ranging from emergency lodging and street outreach to permanent supportive housing and case management; from community kitchens to summer and weekend meals for hungry families. HOPE Atlanta’s vision is to end homelessness and hunger for every Georgian.

Position Summary:

The organization seeks an experienced Chief Operating Officer to lead the programs and mission of the organization, including Housing and Hunger, Outreach, Prevention of homelessness, and Emergency Services. The COO will ensure streamlined activities within the organization are based on the priorities of the CEO and Executive Team. As a member of the Executive Team, they will contribute to the long-term success of the Agency. The preferred candidate understands how to move a diverse range of stakeholders forward through collaboration and communication in executing the strategic vision of HOPE Atlanta by connecting its programs, resource development, finance, and other operational business units.

The COO must be able to operate with limited or no supervision, be well organized, and always remain flexible and diplomatic. This individual must be compassionate with staff; able to communicate directly with clients and senior executives; prioritize tasks and be comfortable in a dynamic and rapidly changing work environment. The candidate must also be comfortable implementing a dynamic Continuous Quality Improvement agenda throughout the organization and spearheading innovative programs and initiatives that will propel HOPE to a preeminent leader throughout metropolitan Atlanta. This leader balances quality client care, compliance, staff engagement and grant management, with an eye on the strategies most critical to advance and sustain the mission.

Functions & Responsibilities:

- Serves as back up and “right hand” leadership for the CEO and executive team and acts as a point of contact between the CEO and first line management employees or other stakeholders.
- Handles a wide area of executive driven tasks to anticipate and plan for future organizational change, anticipated workload, staff engagement and leadership succession.
- Lead all program and service delivery-related operations for the organization, fulfilling and advancing the mission so that individuals and families can receive the services and support they need.



- In coordination with the Chief Executive Officer and executive team, play a critical role in the overall development, strategic planning, service delivery, and management of the organization across multiple sites and departments.
- In alignment with the strategic plan and annual plan, establish program, departmental and staff goals and objectives and track results against these goals as well as accountability protocols.
- Serve as point of contact and project leader of Continuous Quality Improvement (CQI) integration throughout HOPE including leading the accreditation process annually (CARF) and ensuring programmatic and agency compliance with federal, state, and local guidelines.
- Work closely with the Sr. Director of Programs to ensure efficient and effective service delivery, including the latest in evidence-based case management practices.
- Motivate, inspire, develop, and evaluate management staff. Provide assistance and guidance on how to troubleshoot staff performance challenges.
- Establish community support for the objectives of HOPE Atlanta. Represent HOPE Atlanta in its dealings and relationships with community residents and organizations, local, state, and Federal governments, and other private and public agencies
- Deploy resources efficiently and effectively toward organizational goals, working with staff to balance workload and effort, and provide regular feedback so that key staff can continuously improve their performance.
- Partner with CFO in the budget development process and maintain a high level of fiscal responsibility.
- Leverage board “Programs Committee” to strengthen programs, engage resources, and ensure board understanding of the basics of each program.
- Serve as liaison to key government agencies, ensure monitoring and reporting processes are strong, and work closely with CFO and finance team on requirements.
- Oversee the coordination, integration, and delivery of all programs, contracts, and related services, promoting collaborative relationships between program areas and ensuring the expectations of funders, partners, clients, and other stakeholders are consistently met.
- Coordinate and analyze the appropriate data to inform the programmatic and operational decision-making process, ensure HMIS high data quality, and analyze and assess programs based on data collected and implement corrective measures if required.

Qualifications & Skills:

- Master’s Degree in Social Work, Non-Profit Management, Business, or related fields
- Minimum of 6 years management and supervisory experience overseeing a staff of 5 or more
- Strong leadership, organization, problem solving and critical thinking skills
- Excellent written, verbal communication and presentation skills
- Experience in managing a P&L and budgets
- Change Management
- Understanding of grants, government grant-writing and compliance
- Ability to establish collaborative relationships with the key stakeholders
- Ability to maintain leadership that is fluid in adjusting to emerging needs or shifting priorities.
- Proficient in MS Office Suite (Word, Power Point, Excel)
- Excellent in creating and implementing tactical plans
- Previous experience evaluating systems and processes and implementing improvement plan