



Housing Opportunities Made Equal of Virginia, Inc.

Job Description for

**VICE PRESIDENT AND
CHIEF OPERATIONS OFFICER**

2018

POSITION DESCRIPTION

VICE PRESIDENT AND CHIEF OPERATIONS OFFICER

Reports to: President and CEO

Supervises: Director of Fair Housing, Director of Housing Counseling and Education, Director of Communications, Director of Research, Grants Manager, Administrative Team

Position Summary:

The Vice President and Chief Operating Officer (VPCOO) provides leadership and direction for the operations of Housing Opportunities Made Equal of Virginia (HOME). The VPCOO, is a member of Strategic Implementation Team and plans, develops, and implements policies and objectives to ensure HOME meets our short and long-term strategic, operational, service, financial and quality performance goals. The VPCOO has key responsibilities associated with 1) ensuring internal operations meet critical organizational and funder objectives and 2) enhancing HOME's culture to create a supportive workplace environment of individual and collective joyful success. The VPCOO works in partnership with the CEO, CFO, and the Board of Directors to communicate HOME's mission, vision, and values and strategic direction to the staff and the communities served.

Duties and Responsibilities:

- Provide executive level leadership for HOME's programs and services, and is responsible for managing a complex workload which includes oversight of all agency program and administrative divisions.
- Together with the CEO, oversee the development of the annual work plans for the Center for Fair Housing and The Center for Housing Counseling and Education, and quarterly work plans for Research and Communications; and is responsible for hiring, managing and maintaining a qualified program and administrative staff.
- Work with Center Directors to design and monitor the operational systems and program strategies for programs and operations that result in improved efficiencies and effectiveness.
- Establish creative strategies that encourage consistent employee engagement and promote talent retention to ensure an employer-of-choice work environment and to exude a mission-focused culture.
- Oversee and participate in periodic orientation of new staff to ensure that HOME's values and directions are clearly communicated.
- Design and implement effective all-staff meetings with the objectives of internal communication, training opportunities, and team building.
- Participate actively in the fund development and constituent relationship management process of the agency.
- Develop and maintain effective employee performance management systems for the

organization.

- Participate in the development of the annual budget; submit and negotiate all continuing program applications; ensure that contract obligations and reporting requirements are met; review and approve routine agency expenditures.
- Maintain a high level of knowledge about all of HOME's programs and services and to represent HOME effectively in the community.
- Serve on HOME's Strategic Implementation Team, and is expected to keep the President fully informed of program progress and all relevant issues.
- Perform other duties as assigned.

Knowledge, Skills, and Abilities

- Ability to provide executive leadership excellence while understanding ultimate corporate decision-making rests with the CEO.
- Excellent interpersonal skills and ability to lead, direct, coordinate, manage and motivate staff.
- Excellent attention to detail.
- Ability to negotiate effectively and exercise judgment, tact and diplomacy.
- Knowledge of federal, state, and local housing and community development programs and funding sources.
- Ability to act independently and proactively and to adapt to changing circumstances.
- Knowledge of sound business practices, organizational planning, non-profit management.
- Ability to coordinate key activities across programs and to manage multiple/complex projects.
- Capacity for managing and leading people that result in scaling up organizations, cultivating internal entrepreneurship and yielding measurable organization-wide results.
- Ability to function effectively within and/or lead high performance, cross divisional work teams.
- Solid organizational and analytic skills including systems building, priority setting, problem solving and inclusive team-building.
- Excellent written and verbal communication skills.
- Excellent group presentation and facilitation skills.

Education and Experience

- Bachelor's degree required and advanced degree in Business, Planning, Law, or related field is preferred.
- Minimum of 10 years supervisory experience with progressive responsibility in social service, civil rights, or the housing and community development field.
- The position requires some travel and may require work on nights and weekends.

Universal Performance Standards:

All HOME employees are expected to exemplify and comply with the following standards and principles:

- **ELIMINATING RACISM:** Exemplify HOME's commitment to social justice and to the dismantling of racism in all activities.
- **COMMITMENT TO FAIR HOUSING:** Regardless of their position, cooperate fully in assisting the Center for Housing Advocacy in the investigation of housing discrimination when requested.
- **COMMITMENT TO FUND DEVELOPMENT:** Cooperate fully in appropriate fund development

activities of the agency, including the appropriate management of key constituent relationships.

- **LEADERSHIP:** Demonstrate integrity; take initiative; look for and accept responsibility; be a creative problem solver; recognize the contributions of others and help build consensus. Staff members are also expected to maintain a positive attitude and keep personal issues out of the workplace.
- **TEAMWORK:** In recognition of the matrix nature of HOME, demonstrate a commitment and ability to effectively work in a variety of work teams; establish and maintain effective working relationships; show respect for and support others and work cooperatively. Moreover, each staff member is expected to utilize a wide variety of skills across programmatic lines and appropriately and effectively coordinate activities with other departments.
- **COMMUNICATION:** Effectively and positively communicate with a variety of people in the workplace.
- **PROFESSIONALISM:** Adhere to established personnel policies and work standards. Maintain a professional demeanor; handle difficult situations with tact and diplomacy; listen to others; maintain excellent oral and written self-expression; represent themselves and the organization well in public.
- **CUSTOMER SERVICE:** Demonstrate a commitment to, maintain high standards and practices of top quality customer service and adhere to the customer service standards established by the organization.
- **KNOWLEDGE AND SKILLS:** Demonstrate a high degree of technical knowledge relative to the position; maintains a high degree of knowledge about HOME and its programs and look for ways to enhance skills. Each staff member is expected to have a basic working knowledge about the use of technology including computers and voicemail.
- **PLANNING/ANALYSIS/DECISION MAKING:** Demonstrate the ability to anticipate and solve problems, weigh consequences, and make appropriate decisions.
- **USE OF TIME:** Is punctual, makes good use of time while in the office and does not spend excessive work time on personal matters.
- **FLEXIBILITY:** Demonstrate a willingness to try new approaches, able to compromise, responds to unscheduled requests.
- **RELIABILITY:** can be relied upon by coworkers and supervisors to complete tasks well and on time, works independently.