

CHIEF OPERATING OFFICER (COO) – GENERAL REQUIREMENTS

SUPERVISED BY:	Chief Executive Officer
DEPARTMENT:	Admin
HOURS/LOCATION:	8:30am-4:30pm M-F ; Essential: Some weekend and extended weekday hours may be required even in the event of inclement weather; Daily Job Site: Home-based.
FLSA STATUS:	Exempt
CLASSIFICATION:	Full Time
COMPENSATION:	Starting at \$100,000 (Commensurate with Experience)
FIELD WORK & TRAVEL:	Home based. Local DC, VA, MD. Position requires 50% field work & 40% travel

SUMMARY OF POSITION: EPIC is an organization that strives to develop and maintain a harmonious work environment and encourages growth and professional development. All EPIC team members have basic requirements in areas such as Leadership, Team Management, and Compliance Assurance.

The position of COO plans, organizes, develops, and oversees the programs at EPIC and is responsible for program development for the organization.

QUALIFICATIONS & REQUIREMENTS:

- Must have a Bachelor's Degree. 10+ years of professional experience in a fast-paced and growing nonprofit environment with at least 5 years working with persons with developmental disabilities.
- Must have advanced Microsoft Office Suite skills.
- Knowledge of DDA and CMS HCBS Final rule is essential and required.
- Demonstrated experience working collaboratively to lead the integration of a complex organization and utilizing best practices in management to ensure shared success.
- Significant experience developing and leading teams and working as an effective team member.
- Proven success leading a collaborative strategic planning process and ensuring its effective implementation.
- Experience leading an organization through a significant time of change and growth.
- Experience with advocacy required.

Soft Skills:

- Possess strong creative and customer service skills.
- Must have strong critical thinking skills.
- Have strong adaptability and flexibility to be effective in changing environments.
- Possess strong conflict resolutions skills.

Interpersonal Skills:

- Ability to closely collaborate across all EPIC programs and departments.
- Strong staff management experience required, with the ability and interest to work closely with staff members to set and achieve individual and team goals.
- Ability to work together as a team where there is effective communication.
- Must possess excellent communication, analytical, and problem-solving skills.
- Strong ability to work effectively with people at all levels of the organization to create buy-in and a sense of teamwork.
- Must be able to prioritize, multi-task and meet deadlines in compliance with internal and external agencies rules and regulation.
- Excellent time management skills to manage one's own time and the time of others.
- Must be responsible and take accountability for own actions.
- Outstanding strategic thinking skills, with a focus on results and impact.

EVALUATED COMPONENTS

KEY TASKS	EXPECTED OUTCOMES
<p>Leadership</p>	<ul style="list-style-type: none"> • Take initiative for implementing actions needed to be effective on the job. • Utilize good expense management for supply/equipment usage to maximize cost efficiency while adhering to policies that govern spending and the use of company technology. • Create an environment that encourages others to become more naturally motivated. • Supervises Program Directors and how their departments operate through evaluation, assessment, effective communication, and training. • Supervises Maintenance, Nursing, & QE departments. • Supervise, coach, and collaborate with Directors to ensure program and team success as well as to support the team's ongoing professional development and growth. • Acts as a Program Director in the absence of key program leaders. • Facilitate Leadership Team meetings. • Lead and manage programs to effectively meet organizational and program goals. • Integrate operating infrastructure and functions with programmatic efforts, staff, and partners. • Collaborate with the CEO and Leadership Team to lead strategic planning processes.
<p>Effective Communication</p>	<ul style="list-style-type: none"> • Effectively communicate, deploy, and ensure the implementation of agreed service protocols. • Implement active listening skills to increase accurate communication.
<p>Principle Duties</p>	<ul style="list-style-type: none"> • Work with CEO to pace and drive organization development, including analysis and implementation of priorities, partnerships, and infrastructure needs. • Monitor program staff activities according to existing policies and oversight of newly developed/amended policies. • Evaluate program financial statements and analyze trends. • Evaluate program financial statements monthly, while maintaining program budgets. • Monitor/implement processes required for EPIC to meet CMS HCBS Final Rule. • Move the agency forward with transition requirements for moving into LTSS. • Functions as an advocate for the organization. • Implement strategic plan, integrating all aspects of the organization's work including programs, communications, development, and finance. • Ensure program areas are aligned with the organization's strategic plan.
<p>Team Management & Collaboration</p>	<ul style="list-style-type: none"> • Create/maintain an inspiring team/group environment where the employee monitors and works with a group of people to achieve goals. • Collaborate with staff, evaluate programs, gauge performance, and maintain competency. • Confer with Human Resources (HR) as it relates to policies and procedures, which directly affect programs. Ensure proper HR support is given to programs and other

	<p>Department Leaders.</p> <ul style="list-style-type: none"> • Work with EPIC team to develop/implement fundraising strategies; and grant writing/reporting. • Responsible for conferring with appropriate Program Directors when generating service funding plans for new clientele as well as updates.
<p>Technology & Resource Usage</p>	<ul style="list-style-type: none"> • Effectively navigate mobile devices and database systems & apps, responsibly. • Utilize people, time, and tools effectively to enhance work performance. • Utilize EPIC's data systems as tools to cross-reference and manage day-to-day activities of program teams.
<p>Ensure Compliance</p>	<ul style="list-style-type: none"> • Audits of work to ensure effectiveness that the job is getting done. • Approves leave requests and conducts performance appraisals. • EPIC's liaison to federal, state, and local entities for issues related to community and public disease. • Assures adherence to policies and procedures. • Reviews and verifies time tracking reports for Program Directors and staff as needed. • Oversees the review of individual's monthly attendance to ensure submittance to the appropriate parties. • Ensure integration across all areas and measure program impact towards attainment of EPIC's mission. • Monitors the safe keeping of sensitive and confidential information and materials.
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • Must ensure individuals exercise their rights and their rights are not restricted without due process. • Ensure people are treated with dignity and respect. • Contribute to a safe and secure environment. • Must uphold strict confidentiality with all agency information and records. • Responsible for identifying and developing new business opportunities and programs for the organization. • Serve as an executive-level partner, mentor, and bridge builder for the organization. • As needed, serve as an ambassador for EPIC externally at events and/or in support of fundraising initiatives. • Increases EPIC's name recognition through branding and other initiatives. • Oversees the development of new programs as they arise. • Performs other duties as designated by the CEO.

PHYSICAL DEMANDS:

Physical demands as described are representative of those required to successfully perform the essential functions of the position. Reasonable accommodations may be made.

- Employee must regularly sit, walk, talk, hear, use hand and fingers, and handle, or feel; occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl.
- Lift and/or move up to 50 pounds.
- Vision abilities include close, distance, color, peripheral, and ability to adjust focus.