**Chief Operating Officer**

Job Description

Last Update: July 13, 2020

**Position**

Orphan World Relief (OWR) has been growing steadily and is now seeking to dramatically accelerate growth. The board and president are looking for a mission-focused, seasoned, strategic, and process-minded leader with experience scaling an organization and developing a performance culture among a group of diverse, talented individuals.

The COO must be a leader who is able to help others at OWR deliver measurable, cost-effective results that make the vision a reality. Importantly, the successful COO will have the skills, sensitivity, and personal confidence to tap into the power that each member of the team brings to this mission. While it is essential that the COO bring efficient and effective systems to increase the productivity of the organization, is it also critical that the team retain the creative spark that drives the OWR.

**Responsibilities**

Reporting to the President of OWR, the COO will lead all internal operations and will have the following responsibilities:

* Working in partnership with the President, create the strategic five-year plan and implement new processes and approaches to achieve it
* Serve as the internal leader of the organization:
  + Develop and coordinate the annual operations plan and budget
  + Lead the performance management process that measures and evaluates progress against goals for the organization
  + Provide for all staff a strong day-to-day leadership presence
  + Lead and manage the organization’s four main programs

1. My Comfy Kits – a program operating in three counties serving children entering foster care for the first time
2. Children First Family Services – a program dedicated to foster and adoption across the state (including training and support programming)
3. Foster to Adult – a program focused on youth who are aging out of the foster care system
4. Children in Need – a program that provides financial stability for international programs helping orphans, refugees and at-risk children in key areas of the world

* Oversee the office manager – currently a part time position who helps primarily with financials and in-kind donations
* Identify growth opportunities and priorities
* Communicate the branded message internally and externally
* Cultivate the values of OWR within the organization
* Instill a human capital development and “coaching” culture within OWR; upgrade human resources functions including: training, development, compensation and benefits, employee relations, performance evaluation and recruiting
* Oversee our financial department including an independent accountant as well as an onsite financial volunteer
* Analyze the current technology infrastructure and scope out the next level of information technology and financial systems that support the growth of specific programs and the organization overall
* Fund Raising—function reports to ED; dotted-line reporting to COO on:
  + Budgeting
  + Development and implementation of systems for reporting, measurement and supporting local revenue generation
  + Administrative aspects including proposal preparation and granting writing
* Work with the board of directors: present to the board at monthly meetings and may serve on several board committees

**Key Qualifications**

As a prerequisite, the successful candidate must believe in the core values of OWR and be driven by a strong faith in God, a commitment to a local church and to the mission.

The successful candidate will most likely have had management experience with a for-profit organization. As noted, this is an organization driven by the values of its people, so experience in managing a “values-driven” organization will be highly prized. Additional requirements are:

* Results-proven track record of exceeding goals and a bottom-line orientation; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; high level of business acumen including successful P&L management; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, and creative resourcefulness
* Strategic Vision and Agility – ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan
* Capacity Building – ability to effectively build organization and staff capacity, developing a top-notch workforce and the processes that ensure the organization runs smoothly
* Leadership and Organization – exceptional capacity for managing and leading people; a team builder who has experience in scaling up organizations; ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower top-notch leaders from the bottom up, lead from the top down, cultivate entrepreneurship, and learn the strengths and weaknesses of the team so as to put people in a position to succeed
* Action Oriented—enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary
* General Management—thorough understanding of finance, systems, and HR; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing
* Solid educational background—undergraduate degree required; MBA or similar advanced degree highly desired

**COMPENSATION**

This position is a missionary position here in the United States with global connection points. It’s a great opportunity for growth and is self-funded through our missionary equipping partner, Reliant.