



## Chief Operations Officer (COO)

Are you an experienced people and operations leader in the non-profit industry? Do you enjoy strategically growing the organization you serve AND digging deep on a wide range of issues? Are you a people person who understands the business depends on talented individuals working as a team? If so, keep reading....

### **About the Arc of San Diego**

Established in 1951, the Arc of San Diego is the largest, most comprehensive provider of services for individuals with intellectual and other disabilities in San Diego County. We are a diverse team of dedicated individuals who are passionate about supporting and empowering the more than 2,500 children and adults we serve in over 20 locations to live the most fulfilling and independent lives possible.

### **About the Position**

We are looking for a Vice President of Operations/Chief Operations Officer (COO) to drive operational and experiential excellence throughout The Arc of San Diego, and advance our leading position in person-centered and self-directed care in the region. Combining entrepreneurial spirit with operational skills, the COO will successfully lead change and effectively grow the organization, driving operational efficiency, continuously improving consumer outcomes, and ensuring financial strength along the way.

Located in the heart of America's Finest City this is an exciting opportunity to do incredibly important work in a beautiful location. Besides becoming part of a positive, team-oriented work environment, you'll have the ability to maintain a healthy work-life balance, and enjoy comprehensive and generous health, retirement, and time-off benefits.

### **Required Skills, Education & Experience**

- Relationship building
- Communication
- Leadership
- Customer Focus
- Business Acumen & Organizational Agility
- Advocacy and public relations
- Bachelor's Degree in related field required. Master's Degree in Healthcare Administration, Public Health, Business Administration or related field strongly desired.
- At least five (5) years of experience in a senior operational leadership role leading diverse work teams, developing an organization-wide strategy for program excellence, and partnering with the President/CEO, Executive Team, and Board of Directors.
- Demonstrated resourcefulness in setting priorities and guiding investment in people and systems. Results-proven experience in engaging community partners to drive solutions.



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### Responsibilities

As the Vice President of Operations/Chief Operating Officer (COO) you are accountable for the day-to-day performance of programs and services and oversee the employee and consumer experience. You'll do that by:

- Directing and managing a multitude of simultaneous work streams and projects. Leading with a true sense of urgency with the ability to engage employees to do the right thing every time for consumers and each other.
- Establishing clear lines of responsibility and accountability for operations and ensuring effective collaboration and sense of urgency around performance improvement.
- Supporting, coaching, and mentoring the development of management staff to maximize contributions toward established goals.
- Managing change in a creative and positive manner through a proactive process from conception through successful implementation. Promoting regular and ongoing opportunities for all employees to give feedback on program operations.
- Modeling stewardship for the organization and partnering with the President/CEO to represent the Arc of San Diego with external constituency groups, including community, governmental, and private organizations. Building strong, collaborative partnerships between all Operations groups and other Arc teams, the community and all levels of management and staff.
- Overseeing the delivery of the key strategic initiatives and operational plans that drive operational quality improvement, growth and earnings, and regulatory compliance.
- Driving laser focus on improving the quality and experience of programs and services for all consumers. Implementing and leading a continuous quality improvement process throughout all program and service areas, focusing on systems and process improvement. Continuously monitoring the performance of each program and service through the performance reporting system and develops corrective actions as necessary, informing the President/CEO, Executive Team, and the Board of Directors of all program issues and accomplishments.
- Collaborating with internal and external partners to ensure that robust policies and procedures are maintained, risks are identified and addressed proactively, and that services are in compliance with all federal, state, funding, and city regulations, certifications, and licensing requirements.
- Monitoring industry and regulatory developments to identify opportunities for new program development, as well as proactive re-design of existing programs and services.
- Developing, implementing, and managing the program aspects of the annual budget in conjunction with the President/CEO and the Executive Team. Preparing and submitting an annual operational budget to the Executive Team for review and approval, managing effectively within this budget, and reporting accurately on progress made and challenges encountered.
- Ensuring the continued financial viability of the Arc of San Diego program and service units through sound fiscal management. Providing programmatic leadership and input for all strategic planning processes with the President/CEO and staff.
- Providing timely, accurate and complete reports on the operating condition of the company.



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Sounds like a great fit? Please apply online at <https://www.arc-sd.com/jobs> or reach out to our Chief Human Resources Officer, Jasmin Lucy, to find out more about the position! Contact her directly at [jlucy@arc-sd.com](mailto:jlucy@arc-sd.com).