



## Chief Operating Officer (COO) Ideal Candidate Profile

**Family Promise of Morris County** is recruiting a Chief Operating Officer (COO) who is passionate about strengthening the Morris County community and transforming the lives of those who are impacted by housing insecurity. The ideal candidate will bring expertise in operations, finance, human resources, and facilities management. It is essential to embrace a passion for our vision, mission and values and enthusiasm for a team environment that invites all members to fulfill their potential.

### Family Promise of Morris County

Our Vision: Strengthening the community by transforming lives impacted by homelessness through hope, dignity and compassion.



Our Mission: Family Promise of Morris County is a not-for-profit organization dedicated to ending the crisis of homelessness faced by Morris County, NJ families. The organization mobilizes community resources and people to provide a continuum of services leading to self-sufficiency. We work to ensure that families and individuals are well prepared to secure a safe, permanent place in the community.

Our Values: In everything we do, in every decision we make, Family Promise of Morris County strives toward these shared values:

- Diversity and inclusion
- The right to self-determination of the people we serve
- A non-judgmental attitude
- Family first, regardless of family status
- Empowerment vs. enabling
- Mutual respect and dignity

## Our Approach

Family Promise of Morris County partners with more than 1,600 community volunteers, civic and community groups, corporations and foundations, and individuals. The dedication and commitment of these partners leads to cost-effectiveness, allowing us to direct the majority of our \$3 million budget toward the needs of those we serve. Our operating model also provides an opportunity for community participation that is not available in a traditional shelter setting.



Our continuum of services includes:

**Shelter Program (ES):** We mobilize community resources to provide the most cost-effective services. This program provides shelter, food, crisis intervention and case management for families and single women experiencing homelessness. The focus is on health and wellness, education and employment, and accessing resources. The main goal is to keep families together, meet emergency needs and transition households from poverty to long term housing and self-sufficiency.

**Housing Programs:** We support families and individuals in securing and maintaining permanent housing. The primary goal of this program is homelessness prevention and stabilization by ensuring long-term housing stability through rental assistance, resources, services, and support needed to secure and maintain a permanent place in the community.

**Outreach Programs:** We focus on increasing access to community services, resources and direct assistance. These programs include Our Promise Drop-in Center, Single Stop Program, and mobile outreach vans Navigating Hope and Hope One.

**Other Programs:** Our **Holiday Program** provides assistance to hundreds of current and former guests for all holidays and birthdays through gifts and donations. Our **Community Education Program** is designed to educate the community about housing insecurity and the societal issues that are both contributory and consequential.

## Our Effectiveness

Family Promise of Morris County has a strong track record of following through on its plans to address access to resources and housing in the community.

- Our Emergency Shelter Program consistently has a success rate of over 90%, which reflects the number of families who move out of shelter into homes of their own.
- Housing Programs serves on average of 100 households annually, with a typical success rate of 100% in helping households maintain housing stability.
- Outreach Programs serve on average 600 to 800 individuals annually at Our Promise Drop-in Center in Morristown. Mobile vans serve thousands of people each year.

## The Role of the Chief Operating Officer (COO)



The COO ensures the agency has effective operational and financial procedures in place and works alongside the Chief Executive Officer (CEO) to plan, manage, coordinate, and implement all activities of the organization. The COO assists the CEO in guiding the agency's strategic outlook and managing relationships with agency staff, congregations, volunteers, referring and supporting agencies, vendors, grantors, donors, and Family Promise National for the effective provision of services to those impacted by homelessness. As appropriate, the COO serves as a liaison to the Board of Trustees. The COO is a member of the Leadership Team, which also includes the Chief Program Officer and Chief Impact Officer. [Click here](#) to view the organization chart.

Reporting to the CEO, the COO is responsible for Finance, Human Resources, Facility Management, Furniture, Fixtures, Equipment (FFE), Site Security, IT, Government Grant Administration, and Insurance & Risk Management. The organization's Director of Finance and Director of Operations report to the COO.

### General Operations, Facilities, and IT Management

- Oversight of systems, policies, and procedures.
- Supervises the Director of Operations in the day-to-day operations of the agency.
- Oversee Director of Operations in the management and use of 2 sites - Day Center and Our Promise – including relationships with respective property owners.
- Oversee and manage all IT functions of the agency - ensuring staff have appropriate tools and IT systems, including data back-up, are functioning properly. Serve as the primary contact with external IT vendor and ensure staff have adequate support.
- Oversee agency donor and volunteer database (Customized Salesforce).
- Collaborate with Development Team on management of agency website, marketing/public relations, and fundraising activities.

### Risk Management

- Operate with risk management eye on all agency functions to mitigate potential risk.
- Manage agency's comprehensive insurance coverage – from liability to auto, worker's comp, Director's and Officer's, umbrella policy, and more.
- Collaborate with agency insurance broker to evaluate coverage, identify potential cost-savings and coverage gaps, and make changes as needed.

### Human Resources

- Collaborate with agency HR consultant on creating new expansive HR infrastructure.
- Creating and reviewing policies and procedures.
- Oversight of recruitment, hiring, orientation and training of new staff.

- Managing onboarding and offboarding processes.
- Manage agency HR system with Director of Finance.

## Finance

- Oversee and maintaining fiduciary responsibility for all income (direct or in-kind) received by the agency.
- Regularly review P&L statements, general ledger reports, and reconciliations of bank statements and credit card accounts.
- Oversee annual audit process, including compiling in-kind donation report, and relationship with the agency's auditor to ensure timely and accurate completion.
- Oversee drafting agency annual budget and monitor/review expenses and income to ensure they are within budgeted amounts throughout the year
- Monitor cash flow to ensure adequate levels and adjust discretionary spending as needed.
- Supervise Director of Finance with oversight on all financial matters to ensure all activities are performed according to policies and procedures.
- With Director of Finance, initiate changes, and additions to policies to ensure proper financial controls.
- Ensure proper reporting and analysis of financial situation to CEO and Board of Trustees.
- Serve as primary signatory and disburse agency funds, and other services as per established financial policies.



## Government Grants Administration

- Lead the agency's management of its government grants – from applications to reporting and payment vouchers.
- Work closely with the Program Team and Director of Finance on reporting and voucher requirements.
- Serve as the primary contact with government grant contacts at the local, state, and federal level.
- Oversee management of HUD (Housing and Urban Development) Voucher Programs, and other Rental Assistance Programs, including applications, fund drawdowns, budgeting, maintaining complete and accurate documentation of service objectives and outcomes in accordance with grant and agency guidelines and regulations and best practices.

## Ideal Candidate Qualifications and Experience

The ideal candidate will bring skills and expertise to support and complement those of the CEO, while working toward a shared vision for ending homelessness in Morris County. Qualifications and experience for this position include:

- Bachelor's or Master's Degree in related field and/or relevant experience
- Experience as Director of Operations or COO
- Experience managing a large cross functional team of staff and volunteers
- Comfort and ability in supporting a virtual IT environment
- Ability to work independently or within a team
- Proficiency in Microsoft Office
- Supports a Transformational Leadership Style
- Critical thinking and troubleshooting
- Effective decision making
- Conflict resolution
- Customer Service experience
- Effective verbal and written communication
- Efficient/timely documentation skills
- Attention to detail
- Integrity, commitment and passion
- Flexibility
- Maturity, sense of humor, common sense and the ability to relate well to others
- Experience working with populations impacted by housing insecurity is preferred
- Bi-lingual in Spanish is preferred

A background check, fingerprinting, and a valid NJ Driver's License and vehicle are required.



We are seeking an executive who is confident in their knowledge and abilities, who can help us explore new ideas while also staying on track to achieve our core goals. We are excited about our work and seek a colleague who will be a passionate member of our team. We are excited about our work and seek a colleague who will be a passionate member of our team, and who will love their involvement with Family Promise of Morris County as much as we do.

### Compensation Package

Family Promise of Morris County offers a competitive compensation package in addition to salary. This includes paid time off, including 20 vacation days and 6 sick days per year. As a member of the Leadership Team, the Chief Operating Officer will be eligible for enrollment in the agency's health, dental insurance, life insurance, and long-term disability programs from date of hire and at zero cost to the employee. The package also includes the ability to participate in a 403(b)-retirement savings plan after 90 days of employment. A modest agency match is provided.

The COO position at Family Promise Morris County offers an opportunity to work with a strong, experienced team that is passionate about our vision for a stronger community. We value work-life balance and encourage personal and professional growth.

## About Morris County, New Jersey

Morris County, founded in 1739, has a diverse economy and is a highly desirable place to live. The County is home to groundbreaking research in the life sciences and the aerospace and defense industry, as well as a growing technology sector. Residents enjoy award-winning schools, diversity of cuisine, a vibrant visual and performing arts community, working farms, walkable downtowns, and historic sites. Learn more about the County at <https://www.morriscountynj.gov/Home> and <https://www.morriscountyedc.org/>.

## Contact Information for Interested Candidates and Nominations

If you would like to express your interest in this position or would like to nominate a candidate, please send a cover letter and resume to Joe Duffy, Executive Vice President at [joe@dcm-associates.com](mailto:joe@dcm-associates.com) or Dennis C. Miller, Founder & Chairman at 973-784-3693 or [dennis@dcm-associates.com](mailto:dennis@dcm-associates.com).



*Executive Search  
Nonprofit Leadership  
& Board Performance*

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