



Cardinal Cushing Centers

All ages. All abilities. All together.

Cardinal Cushing Centers, Inc is looking for a Chief Operating Officer with a high degree of emotional intelligence, professionalism and integrity. Ideally, this candidate will have experience leading organizations through periods of change and growth with demonstrated success in organizational development, program management and program operations. They must be motivated by change and have a track record of implementing systems, organizational structures, and processes to achieve organizational goals.

At the Cardinal Cushing Centers, we support people with intellectual and developmental disabilities, providing possibilities and opportunities for growth and advancement. Our programs for students, adults and community members include education, employment training, transition services, residential care, therapeutic and recreational services.

The Chief Operating Officer is responsible for providing leadership and management of daily program operations as well as the implementation and execution of strategic goals of Cardinal Cushing Centers. This position partners with the President & CEO to drive and support operational innovation and excellence within the organization overall.

PRIMARY DUTIES AND RESPONSIBILITIES

- Participates as a member of the Senior Leadership Team to provide a united, visible and strong leadership presence across the organization
- Partners with the President & CEO and Senior Leadership Team to promote long range plans and strategic goals that align with organization mission and values
- Works with President & CEO and Chief Financial Officer to assess organizational performance against both the annual budget and Cardinal Cushing Centers short and long-term strategic goals and objectives
- Responsible for the management and oversight of the day-to-day operations which include program development and management, facilities, and technology.
- Responsible for designing and implementing cross functional operational processes that promote collaboration and expand organizational impact
- Provides support and supervision to the management team to ensure compliance with all funder, licensing requirements as well as applicable accreditation standards
- Access current operations and related controls and determine changes needed for maximum efficiencies

- Must be able to relate effectively with adult services and school community by articulating needs of individuals we support
- Communicates with key professionals with national recognition to enhance the agencies connection with state-of-the art treatment and marketing purposes
- Improves and builds where necessary effective administrative systems and physical infrastructure.
- Meets with boards and committees of the organization and performs all other duties as assigned by the President & CEO
- Upholds the mission and corporate values of Cardinal Cushing Centers, Inc
- Assumes additional responsibilities as assigned

SUPERVISORY RESPONSIBILITIES:

Direct:

Vice President of Adult Services
 Vice President of Student Programs and Services
 Director of Facilities
 Director of Information Technology

Qualifications

- Master's degree or MBA preferred
- Seven to ten years of demonstrated, relevant, experience working in a complex organization with multiple revenue streams and services.
- Experience in non-profit, health and human services agency and/or Massachusetts Chapter 766 approved private schools a plus
- Proven prior experience as a COO or relevant role

Skills/Abilities/Competencies

- Must be an effective team-oriented leader capable of motivating staff and promoting a culture of operational excellence while managing the changing needs of a growing organization
- An effective communicator and collaborator across all levels of the organization
- Have the ability to relate openly and comfortably with diverse groups of people from a wide variety of backgrounds including staff, clients and families, and community partners, both internally and externally
- Must possess exceptional interpersonal skills and demonstrate commitment to providing excellent customer service and teamwork
- Must be mission driven and face obstacles with determination and energy; decisive with both a collaborative and data driven orientation
- Capable of understanding strategy and reducing it to practice through tactical planning and management.
- Work well with, and be responsive to the needs of internal and external customers, including the Board of Directors, funding sources, other provider organizations and Cardinal Cushing Centers staff
- Highly developed analytical skills necessary to maintain clear business picture, plus entrepreneurial skills to recognize new business opportunities
- Strong ability to analyze and solve problems effectively and efficiently
- Communicate effectively both verbally and in writing

- Ability to provide innovative solutions to complex problems

PHYSICAL DEMANDS

- May need to assist in outside search of a missing student
- May need to assist in physical intervention with an individual according to Safety Care standards
- May need to assist in lifting individuals

WORKING CONDITIONS

- Will need to be outside in search of missing students regardless of weather
- May be under stringent time demands
- May need to work irregular hours
- Will need to travel for job-related purposes