

Vietnam Veterans of California, Inc.

Position Description

Chief Operating Officer

Organization

Vietnam Veterans of California, Inc. (VVC) is a community-based nonprofit originally incorporated in 1980. The agency was organized with a mission to assist veterans returning from Vietnam who had multiple, interrelated and commonly severe, readjustment issues. VVC's mission has evolved to encompass a wide range of issues facing all veterans from all eras that are in need. These issues include, but are not limited to disability, Post Traumatic Stress Disorder (PTSD), homelessness, family dysfunction, barriers to employment, substance abuse/addiction, criminal and civil justice, and ongoing psychological problems associated with their experience in the military. This evolution has seen the agency grow from one site, to five sites serving veterans throughout Northern California; Eureka, Menlo Park, Sacramento, Lakeport, and Santa Rosa.

VVC's services have also evolved from readjustment counseling to include: outreach and referral, transitional housing, employment counseling and training, job development and placement, small business development services, legal and advocacy services, case management, permanent housing coordination and placement, and substance abuse recovery and counseling.

In addition to the programs for veterans and their families, VVC has established and supports two medical clinics in Luong Son Vietnam, and two elementary schools for poor minorities, which VVC built.

VVC and staff have designed and managed projects for the White House, U.S. Department of Labor, Department of Veterans Affairs, Action Agency, National Endowment for the Humanities, California Job Training Partnership Division, and the California Employment Development Department. In addition, VVC and staff have served as consultants and advisors to the Small Business Administration, California Department of Veteran's Affairs, Senate Veteran's Affairs Committee, California Assembly Select Committee on Veteran's Affairs, California Homeless Coalition, National Coalition for Homeless Veterans, California Veterans Employment & Training Planning Group, Agent Orange Class Assistance Program, traditional veteran membership organizations and numerous private sector agencies. VVC staff has an extensive background in the successful administration of private and public contracts at the local, state and national level.

Position

Reporting to the Executive Director (ED), the Chief Operating Officer (COO) is responsible for managing a comprehensive array of services and programs. The COO will lead four regional site managers that oversee a variety of contracts, programs and services to veterans and their families. S/he will review on an ongoing basis services being offered and develop new programs as needs emerge. S/he will be responsible for all activities pertaining to licensure, human rights, personnel, finance, and contracts. The COO will inform the ED, and ultimately the board of directors, of all program issues and accomplishments.

The COO will partner with her/his peer-the Chief Financial Officer (CFO)-while also being responsible for all programs planning, organizing, operating, and staffing. S/he is responsible for developing, implementing, and managing the program aspects of the annual budget in conjunction

with the CFO and ED. S/he is responsible for ensuring that programs, contracts and provision of services, are in compliance with all federal, state, and local government financial and programmatic regulations, certifications, and licensing requirements. The COO will ensure that all staff are instructed about and adhere to the agency's personnel policies and standards of conduct. Finally, the COO will assist the ED in planning, organizing, and implementing public and private fundraising initiatives.

- Provide effective leadership, as well as stewardship, of VVC by being actively involved in all programs and services. Implement and lead a continuous quality improvement process throughout the program and service areas, focusing on systems/process improvement. Promote regular and ongoing opportunities for all staff to give feedback on program operations.
- Lead a high performing team of site and program managers to the next level by further developing and implementing recruitment, training, and retention strategies.
- Partner with the ED to represent VVC with external constituency groups, including community, governmental, and private organizations.
- Ensure that all program activities operate consistently and ethically within the mission and values of VVC.
- Ensure that all Federal, State and Local contract and program reporting requirements are met on a timely basis.
- Prepare and submit annual operational budgets to the ED and CFO for review and approval, manage effectively within this budget, and report accurately on progress made and challenges encountered.
- Ensure the continued financial viability of VVC program/service units through sound fiscal management. Provide programmatic leadership and input for all strategic planning processes with the ED and staff.
- Prepare and implement program measurement and evaluation instruments.

Required Skills

- At least 8 years of professional experience overall, with a minimum of five years of senior leadership experience supervising higher level staff, with multiple human services programs at multiple sites. Solid educational background including an undergraduate degree and an MBA, MPA or similar advanced degree.
- Extensive experience with the administration and management of non-profit community based agencies.
- Have knowledge of Federal and State regulations affecting the governance of 501(C) (3) tax-exempt, non profit corporations.
- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and partnering with the ED and board of directors.
- Ability to meet all administrative reporting and regulator requirements in a timely and efficient manner.
- Demonstrates integrity, strives for excellence in her/his work, and has experience of leading others to new levels of effectiveness and programmatic impact.
- Passionate about VVC's mission and able to promote and communicate the philosophy, mission and values of VVC to external and internal stakeholders.
- Ability to travel as needed to provide on-site leadership for multi-site operating units and programs.
- Excellent written English spelling, punctuation, and grammar, and the ability to make presentations in front of groups, community leaders or government representatives.
- Advanced computer skills; knowledge of PC based applications (e.g. Microsoft Word and Excel, accounting or bookkeeping, and database software).
- Ability to work in a stressful environment and to maintain a positive and supportive disposition in the performance of job duties

Compensation

This is an outstanding opportunity to lead a highly-effective nonprofit's program area and partner with the ED and senior management team. This a full time exempt position with a competitive compensation package including base salary, health, retirement, and vacation benefits. DOE.

VVC is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law. Veteran's preference is given to candidates meeting all other requirements of the position.

All qualified individuals wishing to apply please go to: www.vietvets.org, click on 'job openings' and follow the instructions.

CONTACT INFORMATION:

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