



## Job Description

<b>Title:</b>	<b>Chief Operations Officer (COO)</b>
<b>Reports to:</b>	<b>Chief Executive Officer (CEO)</b>
<b>Supervisory Relationships:</b>	<b>Senior Director of Operations, Senior Director of Programs, and Senior Director of Volunteer and Community Support Services</b>
<b>Classification:</b>	<b>Full-Time, Exempt role</b>

Shanti Project (Shanti) is an innovative nonprofit organization that builds human connections to reduce isolation, enhance health and well-being, and improve quality of life for local community members. Through comprehensive, continuum-of-care programs, including in-home and onsite care navigation, emotional and practical support, and services to preserve the human-animal bond, Shanti strives to enhance the lives of those living with terminal, life-threatening, or disabling illnesses or conditions. Founded in 1974, this year marks Shanti's milestone 50th Anniversary of supporting our community in San Francisco.

**POSITION SUMMARY:** The Chief Operations Officer (COO) serves as an executive team member and is responsible for leading human resources (HR), IT and facilities, and direct service, volunteer, and community service program operations. The position drives strategic and operational planning and develops measurable benchmarks for staff, processes to enhance data collection and analysis, and systems and procedures to ensure smooth daily operations and ongoing programmatic, financial, and impact diligence. The COO develops a senior staff team, providing regular supervision, professional development, and work planning, while driving innovation and developing standards, processes, and action plans to enhance program delivery, service efficiency and efficacy, and legal and regulatory compliance. The COO serves as an organizational representative in labor or related negotiations and ensures that senior and management staff are in compliance with collective bargaining agreements and obligations, as well as HR rules, employment regulations, and organizational policies.

### PRIMARY DUTIES & RESPONSIBILITIES

- Serve as executive leader responsible for managing service and volunteer programs and contracts, building operations and safety, IT, and HR and employment.
- Lead process of reviewing current service models, deliverables, and measurable benchmarks and make recommendations to ensure maximum impact to clients and the community. Explore ways to ensure equitable accountability, comparable staff workloads, and future service model viability.
- Audit and update HR policies, practices, and procedures in collaboration with legal and other consultants. Review and update emergency plans and train staff on safety and related topics.
- Foster positive work culture and develop strong relationships with staff, union representatives, and board members. Support management staff in understanding and meeting collective bargaining requirements.
- Partner with executive team to audit and develop recommendations on organizational standards, utilization of space and facilities, and fair business practices to enhance fiscal, operational, and program accountability and reporting.
- Lead program and operations staff with emotional intelligence (EQ) and with learning, collaboration, equity, inclusion, and professional development and growth as key values. Support staff leadership development and help ensure positive team culture.

- Work with program and development staff to identify key partnerships, develop and institutionalize relationships, and create new collaborative opportunities. Collaborate on grant applications, government Requests for Proposals (RFPs), and fundraising efforts, as well as other business development opportunities.
- Monitor and evaluate program effectiveness using qualitative and quantitative data. Review trends in the populations served, as well as community and systems with which clients interface and anticipate and proactively address challenges and opportunities.
- Develop and manage operations budget and vendor relationships and bidding in collaboration with the CFO and finance team to ensure effective resource allocation, appropriate contract spending, and utilization of funds to maximize program impact and sustainability.
- Participate and help lead strategic planning with visioning and plans that enhance program delivery, implement key performance indicators (KPIs), and ensure contract compliance and excellence in support of Shanti's core mission and work. Ensure all operations and program staff have measurable outcomes as annual goals and dashboards to support strategic and operational planning.
- Engage with the Shanti Board of Directors and attend committee and boards meetings, as well as work with officers and members on operational and program projects.
- Other duties as assigned.

## **CORE COMPETENCIES**

- Ability to develop and implement long-term goals and strategies and hold individuals and teams accountable to contractual and organizational requirements.
- Strong facilitation skills and ability to create collaboration across functional areas to dismantle silos and create equitable standards.
- Solid contract negotiation skills and ability to represent employer in labor and bargaining agreement negotiations.
- Skills in auditing programs, developing and managing corrective action plans, and designing and implementing program evaluation systems. Experience making recommendations for organizational changes based on current community and organizational needs and resources.
- Strong decision-making and problem-solving skills. Ability to hold difficult conversations with employees and management staff and facilitate change management.
- Exceptional interpersonal skills with the ability to supervise and support a diverse team with a high level of emotional intelligence (EQ) and commitment to equity and inclusion, as well as interact professionally across all parts of the organization.

## **POSITION REQUIREMENTS**

- A minimum of five (5) to seven (7) years of organizational leadership experience, including direct staff supervision. Strong personnel management, training, and supervision experience, including performance management best practices.
- Strong team leadership skills, with experience in leading change management and streamlining processes with thoughtfulness and care.
- Demonstrated experience in contract negotiations, including experience with unions and collective bargaining. A background as first or second chair at bargaining table a plus.
- Strong business acumen and understanding of program evaluation, data tracking, and analysis and outcomes measurement. Experience auditing, evaluating, and revitalizing programs, operations, and reporting processes highly desirable.
- Demonstrated experience with financial planning and budget management and effective tracking and stewardship of resources.
- Excellent verbal and written communication, problem-solving, and program management skills.

- A knowledge and understanding of nonprofit best practices and the service community in San Francisco and the Bay Area preferred.

**COMPENSATION AND HOURS:** This is a full time, exempt, salaried position. The schedule may vary based on need and could extend into the early evening, with some weekend hours. Exact salary determined upon hiring, in the range of \$150,000 to \$180,000, depending on experience. Generous benefit package includes medical, dental, and vision. Paid time off includes sick, vacation, personal days, and holidays. Other benefits include life insurance, long term and short-term disability, Employee Assistance Program and Teledoc plan. 403B saving plan also available.

**PHYSICAL REQUIREMENTS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit for long durations while performing tasks at a desk.
- Frequent typing, mouse usage, and navigating screens, requiring fine motor skills and hand-eye coordination.
- Engaging in repetitive tasks, such as clicking, scrolling, and typing, which may lead to strain.

**EQUAL OPPORTUNITY:** Shanti is an equal opportunity employer that supports and lives diversity in our staffing and values. Shanti complies with applicable federal, state, and local laws governing nondiscrimination in employment. We actively encourage and seek qualified candidates of all backgrounds. We also will consider for employment qualified applicants with arrest and conviction records.

**APPLICATION PROCESS:** Applications will be accepted on a rolling basis, and therefore early submissions are encouraged. Due to the anticipated volume of applicants, we regret that we will not be able to respond individually to every applicant. No phone calls, please. To apply, please send a resume and a cover letter outlining interest in the position to [HR@shanti.org](mailto:HR@shanti.org).