

Position Description

Position Title: Chief Operating Officer – Deputy Executive Director
Reports to: CEO - Executive Director
Classification: Salaried, Exempt, Full Time, Hybrid Work Environment (remote, travel, and in office)

Job Purpose:

Under the general direction of the CEO-Executive Director, the COO-Deputy Executive Director is the principal policy advisor to the CEO-Executive Director and is responsible for the day-to-day operations which directly and indirectly impact the operations of NAMI Delaware. Acts as executive advisor to the CEO-Executive Director on highly sensitive, politically charged, and complex issues related to the scope of NAMI Delaware's work within the State and in collaboration with the national organization. The COO-Deputy Executive Director staffs and coordinates the efforts of the Board of Directors and other appropriate committees at the invitation of the CEO/Executive Director.

Agency Expectations of Employee:

- Adhere to Agency Policy and Procedures
- Acts as a role model within and outside the Agency demonstrating the utmost professionalism
- Demonstrates superior leadership skills and functions as part of the leadership team
- Performs duties as workload necessitates
- Maintains positive and respectful attitude
- Communicates regularly with leadership colleagues about relevant issues
- Demonstrates flexible and efficient time management and ability to prioritize workload
- Consistently reports to work prepared to perform duties of position
- Meets agency productivity standards including program development opportunities, event participants, and revenue generation.
- All aspects of communication, engagement, and performance aligns with the organization's mission, organizational values, and workplace culture expectations.

Essential Duties and Responsibilities:

- Full delegated authority to act on behalf of the CEO-Executive Director in his/her absence;
- Works closely with the CEO-Executive Director to ensure operational guidelines are developed and efficient organizational processes are in place.
- Responsible for the timely execution and direct supervision of contracts and grants administration, recording personnel and operational expenses in accordance with State or granting agency requirements, along with any other reports required (such as semi-annual progress reports). Verifies accuracy of contract/grant invoicing produced by Accounting Department.
- Provides leadership and direction for staff and volunteers, setting an effective agenda and ensuring performance goals are met and set;
- Has primary responsibility for oversight and implementation of the logistics management of all organizational meetings, classes, the annual Walk and the annual conference, including travel arrangements, venue management, catering, event/meeting announcements, speaker engagement and entertainer contracts. May work in conjunction with certified meeting planner.
- Assists with design and implementation of program evaluation strategies
- Assists in writing and preparing corporate and foundation grant proposals and state contract proposals
- Responsible for basic human resources functions such as employee orientation, tracking vacation and sick leave, reviewing and approving time sheets, and knowing employer requirements in Delaware; consults with out-sourced human resources firm as needed or assigned by CEO-Executive Director
- Works closely with the CEO-Executive Director in coordinating and tracking complex projects, budgets, proposals and funding opportunities.
- Responsible for ensuring strong administrative support, including assisting with preparation of Board meeting materials and ensuring that the office runs smoothly with organized files.
- Supports the organization's capital campaign, including campaign material development
- Implements and maintains volunteer support staff to supplement services and programs
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- Provides guidance, as requested by the CEO-Executive Director, for fundraising and donor management, business development and partnership activities;
- Successfully develops situational solutions in a budget/resource constrained environment and keeps up-to-date on funding trends
- Provides consultation, as requested by the CEO-Executive Director, for program activities including outreach, volunteer coordination and partnerships development, as well as marketing, media relations, public relations and issues management activities;
- Responsible for working closely with the CEO-Executive Director to update and expand manuals and materials related to Board development and internal operations.
- Offers strategic counsel on how business processes can be improved and how the organization can optimally meet objectives, new approaches, and secure new sources of funding. This includes creating a business plan, refining budgets with work-plans and activity timelines.
- Works closely with the CEO-Executive Director to update marketing materials.
- Oversees and ensures quality documents and marketing materials are leveraged for advancing marketing of partnership opportunities on behalf of NAMI Delaware.
- Primary staff person for managing relationships with elected and appointed officials, government officials, and representatives of other stakeholders and organizations.
- Ensures funds are properly utilized, documented, reported, and comply with policy and any restrictions.
- Provides leadership and direction for the housing and facilities functions of the organization.
- Responsible for contributing data and information to Annual Report, Annual Appeal, newsletters, and other communications as it relates to external partnerships and other relevant activities.
- Ensures funds are properly utilized, documented, reported, and comply with policy and any restrictions.
- Maintains proficiency in appropriate technology platforms.
- Manages and appropriately maintains records of letters, electronic communication, and other documents.
- Successfully directs assigned partnership efforts and communication while managing complex relationships with diverse populations with cultural humility, taking into account unique cultures and political/engagement.
- Accomplishes all tasks as appropriate and as assigned by the CEO/Executive Director.
- Additional responsibilities and tasks as assigned by the CEO/Executive Director.
- Maintains working knowledge of advocacy, Help Line, and other NAMI Delaware functions.
- Attends and participates in Board of Directors and Advisory Board meetings.
- Leads meetings and manages relationships with County Committee leaders and members to achieve program advancement.
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Professional Requirements and Demonstrated Ability:

- Full dedication to the development and execution of the organization’s mission and strategic plan.
- Puts the mission of the organization above self-promotion
- Shows scrupulous attention to matters of discretion and confidentiality
- Knows how to be a leader while working in support of and cooperation with the CEO-Executive Director
- Understands nonprofit structure and obligations; takes appropriate role with the Board of Directors
- Represents the organization in a highly professional manner to the public, key stakeholders and business partners;
- Demonstrates initiative and an ability to work independently without requiring reminders of deadlines, productivity standards, or the need for quality and accuracy
- Able to consistently handle multiple routine and special projects
- Takes professional responsibility for working until a task is complete and delivered on time.
- Has knowledge of Windows- and network-based electronic environments, the Internet, and is highly proficient with Microsoft Excel, Word, PowerPoint and Outlook
- Demonstrates good interpersonal, verbal and written skills
- Demonstrates attention to detail and follow-through
- Has excellent problem-solving skills
- Exhibits the ability to contribute to a positive work environment and provides a professional role model
- Has personal integrity, is honest, and has a sense of fairness, and avoids favoritism
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- Operates with excellence in mind in all matters, with the confidence to defend/debate ideas without ego interfering.
- Remains focused in the face of pressure, not intimidated by tasks/time limitations.

Experience, Education and Licensure:

Ability to meet people with ease; ability to write and edit effectively; ability to communicate the written and spoken work with tact, diplomacy, and authority when necessary; good organizational skills; well disciplined, able to meet deadlines, self starter, able to work under pressure of many priorities and deadlines; ability to work effectively with volunteers and subordinates; knowledge of long-range planning process; good leadership/managerial skills; knowledge of health care trends. Must have highly developed interpersonal skills. Must be able to successfully manage external partnerships and relationships with the utmost professionalism and diplomacy. Maintenance of a valid driver's license, reliable transportation, and appropriate automobile insurance is required.

Must have a minimum of a bachelor's degree from a regionally accredited academic institution; degree in a relevant field is preferred. Minimum of 10 years of experience leading teams.

Physical Demands:

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.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

Work environment characteristics 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.

Although primarily based in a business office environment, while performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; operate common business tools such as computers and office machinery; climb stairs; balance; talk and hear.

Regular and frequent statewide travel is required along with occasional travel out of state. Mileage reimbursement or agency vehicle provided.

The noise level in the work environment is usually low to moderate.

General Sign Off:

The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

Signature

Date