



JOB TITLE: Chief Operations Officer

REPORTS TO: President/CEO

DESCRIPTION:

The Chief Operations Officer (COO) oversees the day-to-day administrative and operational functions of Texas Homeless Network to ensure the company has effective operational and programmatic procedures in place. The Chief Operations Officer operationalizes strategy and implements daily operations, aligned with the agency's goals, and is responsible for advancing diversity, equity, and inclusion strategies within the organization.

This position is grant-funded, and employment is contingent on the continued receipt of grant funds.

ABOUT THN:

Incorporated in 1991, Texas Homeless Network (THN) is a 501(c)(3) non-profit organization that is dedicated to addressing homelessness statewide through education, resources, and advocacy. THN provides training and technical assistance on best practices to prevent and end homelessness. THN serves as the lead agency and Homeless Management Information System (HMIS) lead agency for the TX BoS CoC, which covers 215 counties in the state.

QUALIFICATIONS:

- Excellent written and oral communication skills
- Ability to work in a team environment, working knowledge of federal contracts, and grants management as well as federal regulations and reporting requirements
- Must possess business astuteness, be results oriented, possess analytical skills and be able to make difficult decisions. The Chief Operations Officer will also be able to establish strong working relationships with colleagues, peers, staff, funders, subcontractors, and collaborators. Key competencies will include ability to identify information and be forward thinking.
- An ability to focus on the agency's needs and commitment to its mission and values, but capable to be flexible when needed.
- Collaborative management and working style. Ability to achieve goals using influence and negotiation skills is also important.
- Experience overseeing federal grants, especially HUD Continuum of Care Collaborative or program grant application and management, is preferred.



- Ability to communicate and analyze performance data to a wide variety of stakeholders to drive systems change and outcome improvement
- Passion for social justice issues and desire to work toward the goal of ending homelessness.

EDUCATION AND/OR EXPERIENCE

- Possession of an advanced degree and 5 years of professional experience; OR
- Possession of a bachelor's degree from an accredited college or university and 10 years of professional experience; OR
- A combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversees company operations and employee productivity, building a highly inclusive culture ensuring team members thrive and organizational outcomes are met.
- In collaboration with the CEO, CFO, and Directors develops the annual agency program year budget.
- Leads the execution of the agency's diversity, equity, and inclusion strategy as well as ongoing and new initiatives to build a more inclusive culture and embrace a widely diverse workforce. This initiative includes prioritizing diversity in contractors, vendors, and all third parties THN engages with on business activities.
- Ensures effective recruiting, onboarding, professional development, performance management, and retention.
- Analyzes and monitors programmatic and administrative activities to identify potential problems and implements strategies to increase efficacy.
- Designs, establishes, and administers systems to oversee all programmatic and administrative functions with appropriate internal controls.
- In collaboration with CFO, calculates the impact of proposed initiatives, expenditures, and/or policy changes on the organization.
- Ensures compliance with all federal and state regulations and requirements governing non-profits and Continuums of Care.
- In collaboration with the CFO, assists with all federal, state, local, and insurance annual audits including THN's annual Single Audit, 990, and any grantor monitoring visits.
- Serves as a strong voice in risk assessment on project funding, allocations, and ability to meet goals/outcomes.



- Conducts internal reviews of policies, procedures and systems, comparing with best practices.
- Provides Human Resources knowledge of best practices, guidance and resources.
- Responsible for the THN Employee Handbook.
- Implements approved programmatic and administrative policies and procedures.
- In collaboration with key staff, designs, implements, and maintains a budgeting process that is realistic, transparent, and helpful to managing related entities at the program and project levels.
- Provides user-friendly reporting tools that can be used for both planning and tracking of internal program growth and development.
- Oversees Data Analytics and Integration of Data and financial reporting for performance management with the Chief Financial Officer.
- Supervises five positions: Continuum of Care Program Coordinator, Director of Development and Communications, Director of Planning, Director of Data, and Director of Engagement
- Other duties as assigned.

WORKING CONDITIONS:

- Must be located in Austin, Texas
- Hybrid work arrangement is an option (current occupancy restrictions necessitate offsite work for the majority of THN staff at this time)
- Must be available to travel within Texas up to 25 percent of the time (THN is restricting travel at this time)
- Available for nights and weekends during large projects like grant funding competitions, annual conference coordination, or strategic planning meetings. Unlikely to be more than once per quarter.

PAY AND BENEFITS:

- This is a salaried position, starting at \$80,000 commensurate with experience
- Benefits provided include paid time off, health insurance, dental insurance, vision insurance, and matching 401(k) retirement plan
- Flexible work schedule and opportunity for a hybrid working arrangement with supervisory approval

HOW TO APPLY:

Email a cover letter and resume to hr@thn.org no later than 11:59:59 PM on Sunday, September 19, 2021. Applications are reviewed on a rolling basis. Applicants selected for



interviews contacted for interviews by Friday, September 24, 2021. Please include "Chief Operations Officer" in the subject line of all communication about this position.

We are committed to Employment Equity, and we encourage applications from all qualified candidates.

THN is an Equal Opportunity employer that offers positions with varying skill levels and responsibilities that amplify our mission. We strongly encourage members of traditionally underrepresented communities to apply, including those with a lived experience of homelessness; people of color, LGBTQ identified people, gender-nonconforming people; as well as individuals with disabilities, veterans, and people who speak a language in addition to English.