

**enAble of Georgia, Inc.**  
**Job Description – Chief Operating Officer**

**Supervises:** Director of In Home Services  
Director of Residential & Medical Support Services  
Director of Quality Management & Staff Training  
Support Managers of Day & Employment Services

**Reports to:** Chief Executive Officer

**Knowledge, Skills, and Abilities**

- Bachelor's Degree in Human Services or related field.
- Minimum of 10 years of professional experience overall with a minimum of 5 years of senior leadership experience supervising seasoned staff operating multiple human service programs across a broad geography.
- Strong relationship builder and communicator with experience leading diverse work teams.
- Can point to tangible examples of reporting and program measurement and evaluation.
- Demonstrates integrity and strives for excellence in her/his work.
- Has experience of leading others to new levels of effectiveness and programmatic impact.
- Passionate about enAble's mission.
- Able to promote and communicate the philosophy, mission and values of enAble to external and internal stakeholders.
- Ability to travel 50% of the time to provide onsite leadership for multi-site operating units and programs.
- Knowledge of licensing certification, accreditation standards, company policies and procedures.
- Must pass a criminal background check and drug screening.
- Holds a valid GA driver's license that meets the organization's insurability requirements.

**Role/Responsibilities**

- Reporting to the Chief Executive Officer (CEO), the Chief Operating Officer (COO) is responsible for leading and managing a comprehensive array of services and programs. The COO will lead 3 directors, 3 support managers and more than 5 program models delivered across 21 sites with a program staff of 170+.
- Review on an ongoing basis services being offered and develop new programs as needs emerge.
- Will inform the CEO of all program issues and accomplishments.
- Will partner with his/her peers, the Chief Financial Officer (CFO), Chief Development Officer (CDO) and Human Resource Coordinator in carrying out the mission of the organization.
- Responsible for developing, implementing and managing the program aspects of the annual budget in conjunction with the CFO and the CEO.
- Responsible for ensuring enAble's services are in compliance with all federal, state, funding, and city regulations, certifications, and licensing requirements.
- Will assist the CDO and CEO in planning, organizing and implementing public and private fundraising initiatives.

**Essential Job Functions/Accountabilities**

1. Provide effective and inspiring leadership as well as stewardship of enAble by being actively involved in all programs and services.

2. Implement and lead a continuous quality improvement process throughout the program and service areas, focusing on systems/process improvements.
3. Promote regular and ongoing opportunities for all staff to give feedback on program operations.
4. Lead a high performing team of directors and managers to the next level by further developing and implementing recruitment, training and retention strategies.
5. Partner with the CEO to represent with external constituency groups, including community, governmental and private organizations.
6. Ensure that all program activities operate consistently and ethically within the mission and values of *enAble*.
7. Prepare and submit an annual operational budget to the CEO and CFO for review and approval, manage effectively within this budget and report accurately on progress made and challenges encountered.
8. Ensure the continued financial viability of *enAble*'s program/service units through sound fiscal management.
9. Provide programmatic leadership and input for all strategic planning and process with the CEO and staff.
10. Develop organization-wide strategy for program excellence, engaging community partners, and partnering with the CEO.