



## **Wellspring House, Inc.**

### **Chief Operating Officer – Gloucester / Salem / North Shore**

#### **Who We Are**

Founded in 1981, Wellspring House Inc. is a leading non-profit organization with programs extending throughout the 20 cities and towns of Massachusetts' North Shore region. Our mission is to inspire families and adults to achieve employment and financial security through stable housing, education, job training and career readiness.

**Reports To:** Executive Director

**FLSA Status:** Exempt, 40 hours per week

**Salary:** \$105,000 - \$115,000

**Benefits:** Generous benefits package includes BCBS medical, Delta Dental, life and disability insurances, 3% matching, SIMPLE IRA, sick days, 3 weeks of paid vacation, and 13 paid holidays

#### **Required Qualifications and Experience**

- 10+ years of experience in senior level operations and management positions including the non-profit sector;
- Master's degree in non-profit management, business, or related field. Or, abundant professional experience in lieu of advanced degree will be considered;
- Demonstrated experience managing high performing teams of employees, supporting cross-departmental collaboration, and setting clear goals;
- History managing operations with complex funding streams, including state or federal contracts, and other compliance needs;
- Has led or managed non-profit financial activities such as budget building and fiscal management;
- Strong strategic planning, analysis, problem-solving, and implementation skills;
- Change management, moving an organization towards its next stage of evolution;
- Excellent interpersonal skills;
- Strong written and verbal communication skills;
- Ability to assess professional development needs of staff and implement a structured program to meet staff members' professional learning goals;
- High level of computer proficiency in the Microsoft Office Suite, Internet and e-mail;
- Experience utilizing program databases;
- Self-organized;
- Commitment to the Wellspring House mission.

## **Essential Duties and Responsibilities**

The Chief Operating Officer is a newly created position designed to work in close partnership with the President & Executive Director. Wellspring is in the beginning stages of a five-year Strategic Plan in which the organization is readying itself to help at least 1,000 local young adults and adults each year make measurable progress towards their own financial security.

To achieve this goal, Wellspring seeks a dynamic leader who is passionate about how operations and day-to-day employee culture fuel the mission of an organization. The Chief Operating Officer is a member of the senior leadership team, working in close partnership with all Department Directors. They are a convenor and connector who creates systems for frequent and meaningful communication across all work teams.

### Strategic Planning & Oversight

- Working in partnership with the Executive Director and all Department Directors, support the creation and documentation of Wellspring's strategic implementation plan for the next five years, through June 2028.
- Convene internal communications and dialogue within and across work teams to ensure that all facets of the organization are oriented to, committed to, and operating in service of the strategic implementation plan.

### Finance, Facilities, IT Systems and Staffing

- Oversee Finance functions and supervise staff including Director of Finance, Staff Accountant and Payroll and Onboarding Manager.
- Coordinate communication systems between Finance & Development.
- Support Annual Audit process (June – November).
- Oversee protocols for facilities and equipment maintenance. Ensure adequate staffing capacity in these areas, including contracts with service vendors.
- Supervise the Property Manager. Recruit and hire additional staff and/or vendors as needed.
- With the support of contracted vendors, analyze the current infrastructure and options for improvements to Information Technology and Information Security.
- Lead efforts to upgrade hardware and software to support the optimal functioning and growth of the organization.
- Lead internal systems and protocols pertaining to staff recruitment, onboarding, training, professional development, annual reviews, and compensation. Work in close partnership with Wellspring's Human Resources contractor.

### Internal Communications and Collaboration

- In partnership with Director of External Relations and Development, strengthen existing and create new systems for internal communication such that staff are well informed of activities, initiatives and resources across the organization.
- Promote collaboration across departments and teams as a norm in Wellspring's efforts to work as holistically as possible on behalf of program participants.

- Identify best practices across the organization and promote sharing/documentation of these techniques.

#### Program Success and Innovation

- Have a visible presence in program areas, serving as a resource for troubleshooting and problem solving. Promote regular collaboration and shared learning across program teams.
- Move Wellspring forward as a data driven organization. Assess the organization's staffing needs for Program Evaluation. Implement a monthly report-out protocol for program data and outcomes among all program teams.
- Convene regular in-services to highlight accomplishments and promote learning throughout the organization.

#### Diversity, Equity, & Inclusion

- In collaboration with the Executive Director and all Department Directors, help to lead the organization's annual Diversity Equity and Inclusion goal setting and accountability for forward movement.
- Recommend and attract resources to Wellspring in service of Diversity, Equity and Inclusion commitments.

Other duties may be assigned as changes in the organization require new job responsibilities.

#### **Location and Schedule**

This is a full-time, 40/hour per week role based primarily Gloucester, MA, with 2-3 days per month at Wellspring's Salem location. The position includes work-from-home flexibility one day per week.

**Send Initial Application with cover letter and resume to:** [DirectorHR@wellspringhouse.org](mailto:DirectorHR@wellspringhouse.org)

In the subject line, write your name and the position title. We will contact ONLY those individuals selected to continue in the search process. No phone calls please.

Wellspring is an Equal Opportunity Employer that is committed to creating an inclusive organization. We actively seek a diverse pool of candidates for this position.