

## **#25-24 Chief Operating Officer (COO)** ***CIDM CIDM, Full Time, Oahu***

The Chief Operating Officer (COO) collaborates with the President & Chief Executive Officer (CEO) in cultivating a mission and values driven culture to achieve CCH's organizational vision, operational strategy and talent acquisition & development in alignment with the agency's overall strategic vision. The COO oversees the successful implementation of CCH's strategic planning; coordinates the integration of the initiatives with the senior management team to achieve the agency's goals; develops and implements a system for tracking and reporting on its progress.

Provides leadership and input with the executive team in creating, maintaining, building a high performing non-profit organization through actionable ethical business strategies and plans in compliance with federal, state, and local business requirements.

COO works closely with the Senior Management Team to analyze internal operations and identify areas of process enhancement to achieve operational results and manage the annual budget with a growth mindset, to maintain key operational procedures, create new processes, and reporting structures to achieve operational excellence and the successful integration of CCH's mission and core values, Catholic Identity and CCUSA Code of Ethics into all its services and operations.

COO also provides leadership for the organizations social policy and advocacy initiatives and promotes positive relationships with the Church and local communities statewide, the Board of Directors and leadership councils, and community partnerships.

The COO is an Officer of the Corporation in the capacity of Assistant Vice President; a member of the Executive Management Team. The Chief Operating Officer must demonstrate an active commitment to CCH Mission and strive to incorporate the four Core Values in all aspects of daily work.

**ESSENTIAL DUTIES & RESPONSIBILITIES** include but not limited to the following:

- Convenes and coordinates CCH's high-performance senior management team with an emphasis on developing capacity in strategic analysis, planning and budgeting that aligns with the overall mission, values and strategic vision.
- Be actively involved in all programs planning and services, developing board and deep knowledge of all programs.
- Identify opportunities to leverage cross-program/department strengths to take advantage of new opportunities and/or address organizational challenges.
- Set SMART goals and communication strategies for growth, performance, and long-term sustainability.
- Create effective measurement tools to gauge the efficiency and effectiveness of internal and external processes.
- Monitor and analyze results from both operational and financial perspective and establish process enhancements working closely with the CEO and other members of the executive team.

- Works closely with the SMT to create, implement and roll out plans for operational processes, internal infrastructures, reporting systems and policies designed to foster growth, efficiencies and sustainability.
- Provides avenues to motivate and encourage team members at all levels to engage in achieving the agency's mission, values and strategic vision.
- Foster growth and value centered, positive, and encouraging environment while keeping team members engaged and accountable to the agencies policies, procedures and guidelines
- Serve as liaison to partners; and work with CCH's Board of Directors to keep them abreast of strategies, achievements and challenges.
- Maintain and build trusted relationships with all key stakeholders.
- Serves as an Officer of the Corporation, in the capacity of Assistant Vice President.

**OTHER DUTIES & RESPONSIBILITIES** include but not limited to the following:

- Excellence in organizational management with the ability to coach a senior-level staff to manage and develop high-performance teams and develop and implement program strategies.
- Unwavering commitment to quality programs and data-driven program evaluation.
- Experience in program budgeting and fiscal management with growth mindset.
- Track record of effectively leading a direct service organize with a complex array of programs with the ability to leverage strengths across program areas; excellent project management skills.
- Past experience managing human resources, function including personnel, compensation, and recruiting.
- Strong relational skills with the ability to engage a wide range of stakeholders and cultures.
- Attends and participates at in-service training, all staff meetings, and individual supervision, as scheduled; and
- Recommends improvement and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables plus timely addresses appropriate needs with supervisor.

**EDUCATIONAL & WORK REQUIREMENTS:** Must have a MS/MA degree with at least 10 years of experience and a track record in senior program management.

**EMPLOYMENT CLEARANCE REQUIREMENTS:** Hawaii State Criminal Check, Driver's License, Access to Vehicle with Current Valid Registration, Safety Check, and No-Fault Insurance, Education Verification

**COMPENSATION:** \$170,000.00 - \$200,000.00

**DEADLINE TO APPLY: March 15, 2025**

*Catholic Charities is an Equal Employment Opportunity Employer*  
 For more information about this and other positions, check out our website at  
<https://www.catholiccharitieshawaii.org/careers/>