

## **Chief Operating Officer Hope and Healing Center & Institute**

Sorrell is proud to partner with the Hope and Healing Center & Institute in its search for a new Chief Operating Officer.

Founded in 2012, the Hope and Healing Center & Institute (HHCI), based in Houston, Texas, is an expression of St. Martin's Episcopal Church's vision to minister to those broken by life's circumstances and a direct response to the compassionate Great Commission of Jesus. An independent 501(c)(3) nonprofit organization housed on the St. Martin's campus, HHCI is a mental health resource serving the Greater Houston community and beyond.

HHCI's mission is to build and restore lives to health and wholeness through education, training, clinical services, and research that strengthen the physical, mental, spiritual, and relational health of families and individuals. Its vision is easily accessible and affordable mental health care in every community. It does this through established curriculum and services housed within the organization as well as through collaboration and partnerships with other mental health organizations across the community. HHCI and its leadership are recognized nationally and have a reputation for ground breaking work. They are consistently seen as offering best practices for addressing some of the nation's most challenging mental health issues impacting millions of individuals across our society.

Each week in 2019, HHCI provided faith-based mental and behavioral health prevention, support, and treatment free of charge to over 1,000 individuals from all religions, ethnicities, socioeconomic backgrounds, and circumstances; this includes individuals served at HHCI's location and those served through its outreach into the community.

HHCI poised for significant growth over the next few years, and the COO will play an integral role in helping to lead and manage the organization's impact and effectiveness as it strives to broaden its reach and serve more individuals in the Houston region and beyond.

For more information, please visit <https://hopeandhealingcenter.org/>.

### **Position Overview**

Reporting to HHCI's CEO, the COO is responsible for managing and overseeing the day-to-day operations of the organization. This includes facilitating existing programs with a focus on efficiency, quality control and impact measurement. The COO also will help remove obstacles and help the staff prioritize the use of organizational resources and focus on measurable goals and targets, which are consistent with the organization's overall mission and the impact being sought.

The COO will work alongside the CEO and assist him in strategy planning and setting for the organization as a whole and for individual programs and initiatives. The COO also will help ensure organizational effectiveness and integrity.

The COO will help the CEO lead the staff and evaluate the annual performance of all employees. S/he will help define operational expectations, monitor progress in achieving those expectations and provide a work environment supportive of organizational accomplishments and individual growth.

The COO facilitates a high level of technical and operational accuracy and quality throughout all of HHCI's work including fiscal, operational, and policy-related tasks. With the CEO, the COO prepares and monitors the annual budget.

The ideal candidate will have an entrepreneurial spirit and have experience managing many facets of a non-profit organization during a period of significant growth.

## Finance, Operations and Infrastructure

- Create and promote a positive, diverse work environment that supports consistency through the organization's strategy, operational methods and data collection needs.
- Upgrade and implement an appropriate system of policies, internal controls and procedures.
- With the CEO, oversee the financial status of the organization, including developing and managing long- and short-range financial plans, coordinating the planning and execution of the annual budget process, monitoring current and multi-year budgets and ensuring sound financial controls are in place. Set financial priorities accurately to ensure the organization is operating in a manner that supports the current and future needs.
- Advise the CEO and other key members of senior management regarding budget and cash flow and policy issues regarding facilities (in conjunction with St. Martin's Episcopal Church) and programs.
- Identify opportunities for HHCI to leverage cross-program strengths to take advantage of new opportunities and/or to address organizational challenges.
- Ensure the delivery of high-quality programs while managing for current and future growth.
- Facilitate cross-departmental collaboration and strengthen internal communications throughout the organization; liaise with administrative support personnel at St. Martin's Episcopal Church, as appropriate.
- Ensure that HHCI is adhering to the strategic plan, delivering status reports to the CEO.
- Provide analytical support to HHCI's internal management team including the development of internal management reporting capabilities.
- Work with the management team to ensure efficient technical operations of ACS and IT functions.

## Strategy, Vision and Leadership

- Contribute to the development of HHCI strategic goals and objectives as well as the overall management of the HHCI.
- Measure and evaluate the organization's ongoing alignment with HHCI's mission and progress against specific goals.
- Maintain continuous lines of communication, keeping the CEO informed of all critical issues.
- Evaluate, define and course correct operational goals and strategies and the most efficient methods of running the organization.
- Represent the HHCI externally, as necessary.

## Team Development/Leadership

- Oversee the staffing of the organization, hiring, training and retention of employees; Ensure staff members receive timely and appropriate training and development.
- With the CEO, clarify roles and responsibilities, establish clear goals, KPIs, and accountability systems and structures.
- Establish and implement templates and consistent processes for monitoring staff performance and development goals, assigning accountabilities, setting objectives, establishing priorities, conducting annual performance appraisals and administering salary adjustments at CEO/Board discretion.
- Mentor and develop staff using a supportive and collaborative approach: assign accountabilities, set objectives, establish priorities, and monitor and evaluate results.
- Help the CEO and other leaders manage change across the organization.
- Oversee, direct and organize the work of HHCI's administrative operations team.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.

## **Essential Skills and Experience**

The COO will be an experienced organizational leader who is detail oriented and analytical, possesses common sense, is humble and is a solid communicator. This individual must be capable of constructively challenging the entire organization so it prioritizes the use of available resources to maximize the impact of the ministry. S/he must be a problem solver and conflict resolver who is able to get along with and persuade others of the merits of going down a certain path.

Ideally, s/he will have direct experience as a COO with exposure to legal, accounting, human resources, finance, management of others, budgeting, planning, and negotiation. High character attributes and a strong interest in HHCI's mental health mission are also prerequisites.

Desired experiences and capabilities include:

- Minimum 10 years of management experience in the nonprofit, private, or public sectors
- Strong financial management experience a must; understanding of GAAP essential
- Advanced business degree (MBA, CPA) preferred; nonprofit management degree a plus
- Proven track record of success facilitating organizational change and development within a growing organization
- Excellent judgment and creative problem solving skills including negotiation and conflict resolution skills
- Strong mentoring and coaching experience to a team with diverse levels of expertise
- Superior management skills; ability to influence and engage direct and indirect reports and volunteers
- Energetic, flexible, collaborative, and proactive; a team leader who can positively and productively impact both strategic and tactical initiatives
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, HHCI Board of Directors, and staff
- A passion for supporting those living with mental health challenges and their families

## **Essential Personality Traits and Characteristics**

- Visionary Leadership
- Interpersonal Skills
- Good Judgment
- Impeccable Character
- Results Oriented
- Intelligent
- Comfortable Working with People of all Levels
- Integrity
- Transparency
- Wisdom
- Emotionally Well-Grounded
- Dedication to Mission
- Life-Long Learner

## **Compensation**

Compensation is competitive and commensurate with experience. HHCI also offers an attractive benefits package.

## **Application and Referral Process**

Applicant review is currently underway and will continue until the candidate has been selected. To nominate or be considered for this position, please contact Laura Sorrell at [laura@sorrellco.com](mailto:laura@sorrellco.com)

/ 713.854.5351 or Priscilla Plumb at [priscilla@sorrellco.com](mailto:priscilla@sorrellco.com) / 281-224- 0881. All inquiries will be held in confidence.

### **About Sorrell**

Sorrell is a highly relational provider of executive recruiting. Our mission is to serve as partners with our clients to accelerate their efforts to attract, hire and retain talent that impacts the future of the organization. For more information, call 713.840.1870.