



The Women's Home Chief Operations Officer

Sorrell is pleased to partner with The Women's Home in its search for a new Chief Operations Officer. As a 501c3 United Way agency serving the Greater Houston region, The Women's Home ("TWH") builds communities that strengthen women and supports families as they reclaim their stability. TWH's programs specifically target women and families who are homeless or vulnerable to homelessness; many have histories of substance use disorder and mental health conditions. Through its long-term residential treatment program in Montrose, its affordable housing programs in Spring Branch, and the Mabee WholeLife® Service Center, its collective communities support women and their families to overcome life-long cycles of homelessness, substance use disorders and mental health conditions. It's WholeLife® model encompasses emotional wellness, physical wellness, social wellness, spiritual wellness, vocational wellness, and financial wellness.

Please see <https://www.thewomenshome.org/> for more information about The Women's Home.

Summary of the Position

Reporting to THW's CEO, the COO serves a member of the Executive Team and works closely with the CEO on financial oversight of the organization, strategic direction, and organization administration. This position will have overall strategic and operational responsibility for all TWH's financial affairs, business planning and budgeting. The COO is also responsible for Human Resources, Facilities Management and IT Systems. S/he will provide financial modeling and trend analysis as well as serve as a liaison to the Board Finance Committee, Investment Committee, Facilities Committee, third party payroll provider, third party IT services provider, and external auditors. S/he also will provide leadership to the strategic planning process as it relates to integration into existing structures and budget forecasts.

The COO plays a critical role in this evolving organization in coordination with the rest of the Executive Team, which includes the Chief Clinical Officer, Chief Development Officer and Chief Community Builder, along with the CEO. Additionally, s/he will enjoy many collaborative relationships across all the departments. Direct reports to the COO include the Financial Controller, Finance Specialist, Facilities Manager, IT Coordinator, Human Resources Manager and Accounting Assistant. There is also significant room for growth in all areas of the organization as it begins to grow with its strategic plan. If resources allow, the COO's department will be built out extensively.

S/he is responsible for developing, managing, and overseeing the organization's financial operations, planning, budgeting, banking, accounting, controller, audit, human resources, and reporting functions to support annual and strategic goals, in conjunction with the Board of Directors, Finance Committee, Investments Subcommittee and Facilities Committee. As an integral member of the Executive Team, the COO provides financial guidance, leadership, and actionable recommendations to THW's CEO and other senior leaders.

Structurally, TWH is comprised of several entities, each with its own revenue streams. The finance function is complex, with revenue streams that include government grants, private donations, foundation funding, corporate sponsorships, parking lot rental, and a property management company. The financial function will continue to be complex and challenging as TWH advances to its next growth stage.

The Ideal Candidate

TWH is seeking a gifted leader, not merely an effective financial and operations manager. S/he will need to have proven capabilities in the areas of fiscal strategy, asset management, financial management, investment management, banking, accounting, external relations, culture and change management leadership. The ideal candidate will be an experienced and entrepreneurial leader who is able to be a primary finance/operations partner to the CEO, provide financial leadership for an institution that aims to thrive within a challenging environment and be accountable for these functions.

The COO ideally will have experience in financial and capital planning and reporting, banking, 501C-3 requirements, and s/he will need to have the talent to integrate vision, strategy, and execution to move the organization forward. The ideal candidate will be willing to take appropriate risks and to seize opportunities while safeguarding TWH's assets. Further, the ideal candidate will be a highly relational, hands-on leader with a deep passion for TWH's mission and vision. S/he will possess a desire to make a difference and a growth mindset, as well as a desire to contribute to the ambitious strategic plan of the organization. A sense of humor and resilience are strongly valued attributes.

Essential Duties and Responsibilities

The COO will perform the following essential duties:

- Assure protection for TWH's assets through internal controls, reporting, compliance, administration, and systems.
- Oversee all financial, accounting, human resources, facilities, and IT functions.
- Keep the CEO and Finance Committee informed of all financial matters and provide advice on financial investments as well as opportunities or risks. Monitor markets, trends, and anticipate risk and opportunities.
- Oversee a variety of tasks involving oversight, recording, monitoring, and reporting of financial transactions.

Financial Management

- Contribute to the continued financial stability of TWH through prudent fiscal management.
- Engage the CEO, Board and Finance Committee around financial issues and trends by providing appropriate reporting and analysis as required or requested.
- Oversee and review the monthly and annual financial reports for submittal to the Finance Committee, Board, and other required entities.
- Oversee long-term and short-term budgetary planning, investment strategies and cost management in alignment with the strategic plan.
- Oversee annual budgeting and the implementation of department budgets; monitor progress and provide timely reports to staff.
- Prepare comprehensive financial budgets for approval and monitoring budget-to-actual monthly.
- Update annual budgets with current expectations.
- Oversee the preparation of all internal and external financial reporting materials; ensure timely reporting of monthly and annual financial statements; customize financial reports as needed.
- Oversee all financial audit activities including the annual independent audit and 990, government and risk management audits.
- Oversee the functions of accounts receivable, accounts payable, payroll activities, fixed assets records, and all financial records generated.
- Oversee and develop a cash management plan, monitor all banking activities, and establish and maintain accounting policies and procedures, which will ensure efficient, economical, and segregated duties in operations.
- Manage/supervise accounting staff in the preparation and analysis of monthly project accounting activity, financial reporting packages and other related financial projects.
- Manage assets, insurance coverage, investments, and operating leases.
- Manage all procurement and distribution of supplies for all facilities and programs.
- Handle confidential information including, but not limited to, financial, personnel, participant and families, security, payroll, banking, auditing, and board minutes with required discretion.

Compliance

- Ensure that all financial records are kept according to Generally Accepted Accounting Principles (GAAP), utilize financial data as an aid to management, and assure compliance with federal and state regulations especially as it pertains to 501C-3 organizations.
- Ensure compliance with financial covenants with third parties, including governmental, Low Income Housing Tax Credits and New Market Tax Credits. This includes proper

preparation of all regulatory reports required to be filed with the federal, state, and local governments, including payment, and filing of federal and payroll tax returns.

- Oversee and assist in preparing all necessary audit and 990 schedules and providing accurate information to outside auditors.

Strategy, Planning and Management

- Assess and evaluate TWH's financial performance with regard to long-term operational goals, budgets and forecasts, including the strategic plan and CapEx expenditures.
- Provide insight and recommendations that create operating flexibility in support of short-term and long-term strategic goals.
- Create and establish yearly financial objectives and KPIs that align with and maximize TWH's plan for growth.
- Instill a financial perspective to decision-making for accelerating improvements and achieving reliability in processes, products and services.
- Implement policies, procedures and processes as deemed appropriate to automate processes and increase working efficiencies.
- Attend staff, Finance Committee, and other required meetings and participate by assisting in ongoing strategic planning, as requested.

Information Systems Management

- Oversee Information Technology (IT) Vendor and internal staff to ensure that IT systems (including hardware, software, and phone systems) meet the needs of the TWH staff and collaborating partners at all TWH Facilities.
- Make recommendations to CEO for IT improvement projects, and, if needed, evaluate, identify, acquire, and implement new systems and software.
- Oversee and manage external services vendors' performance and manage any contract renewals/adjustments.

Facilities Management

- Manage the maintenance team to ensure that all facilities are safe, secure, and compliant with all government codes. Ensure that all facilities reflect the TWH values of dignity and pride of ownership.
- Formulate the capital maintenance and improvement budget in collaboration with Facility Team and Facility Committee.
- Oversee Emergency Preparedness efforts, including facility readiness and supplies for residential facilities in the event of natural and man-made disasters.

Human Resources Management

- Oversee the Human Resources Manager to ensure the culture and values of the organization are aligned.

- Ensure efficient and effective recruiting and employee retention, including engagement, and training.
- Oversee the performance management process, including the implementation and training for the software tools.

Staff Supervision and Mentorship

- In addition to managing and supervising his/her staff, mentor and develop the team, managing work allocation, systems training, performance evaluations, and the building of an effective and efficient team dynamic.
- Create a culture of continuous improvement and lead in key work areas of efficiency, meaningful work, timely reporting to support all key decisions, and service to all stakeholders.

Other Duties

- Provide support to the Development Department, regarding grant proposal information and gathering of data for both the proposal and the required reporting.
- Act as a liaison with the Board of Directors, the Finance Committee, Tax/Audit vendor, and other financial institutions.
- Represent TWH at various meetings as requested by CEO. This may include donor, Board, and affiliate events.
- Other duties as requested by the CEO.

Preferred Skills and Technical Abilities

- Bachelor's degree and active CPA license preferred; MBA a plus.
- Minimum of seven to ten years of professional experience and five to seven years of experience in strategic development, budgeting, and accounting; prior experience in nonprofit accounting preferred.
- Experience as part of a senior leadership team, people management and working within a small team environment.
- Proven ability to lead, coach, and develop team members.
- Comprehensive knowledge of GAAP (Generally Accepted Accounting Principles)/FASB (Financial Accounting Standards Board).
- Strong communication (written and verbal), interpersonal, advanced analytical and organizational skills a must; ability to effectively communicate with all stakeholders -- Board and executive management team, staff, partners, donors, and program participants.
- Expertise implementing and strengthening internal control systems that drive growth.
- Strong track record of hands-on experience in developing and managing financial & accounting. function, and experience with financial analysis and modeling a plus.

- Systems savvy and a desire to improve and automate the accounting and finance function.
- Maintains current industry, accounting and finance best practices.
- A high level of proficiency with accounting software and MS Office.
- Adaptability and experience with technology transformation/implementation.
- Experience in budgeting, cash flow analyses, and project auditing.
- Decisive, results-driven leader who thrives on early problem identification and achieves solutions in timely and supportive scenarios.
- Highly skilled in qualitative, financial, and operational metrics analyses and modeling.
- Proven ability to identify and minimize financial risks.
- Excellent analytical, reasoning and problem-solving skills.
- Demonstrated ability to be resourceful and adjust quickly, based on changing circumstances; proven track record of shifting priorities with creativity, innovation, and value creation.
- Forward thinking, anticipating what comes next, broadly and in specific areas such as technology.
- Ability to take initiative, exercise independent judgment, decision making and problem solving.
- Person in this position must be able to sit for long periods; use a computer keyboard and monitor for long periods.

Desired Personal Attributes

A successful candidate must:

- Possess the zeal to work for a nonprofit and alignment with the specific mission, vision, and value system of TWH
- Approach the work with the mindset of a Servant Leader and a commitment to be a team player
- Strive for the highest quality and standard
- Demonstrate leadership ability, respect, empathy, and consideration for others
- Understand and be highly responsive to the unique needs of individuals and teams
- Be flexible, trustworthy, and motivational
- Be hands-on, take-charge, decisive, results driven
- Give high attention to details and timely execution
- Possess strong ethics and encourage diversity of thought

Special Knowledge, Skills and Abilities Required

The successful COO will possess solid organizational skills as well as intermediate to advanced computer/technology proficiency. S/he understands the concept of being a team player in a work environment where employees consistently come together for the greater good; s/he recognizes that the unpredictable nature of working with TWH's clientele could occasionally involve contributing more than one's normal share of the work load to achieve a departmental or participant outcome; and s/he maintains a cheerful communication style, demonstrating the necessary patience to work well with persons who have challenging life circumstances.

Compensation

Compensation is competitive and commensurate with experience. 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 Priscilla Plumb at priscilla@sorrellco.com / 281.224.0881 or Laura Sorrell at laura@sorrellco.com / 713.854.5351. 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.