



## Chief Operating Officer

**Location:**

Lawrenceville, NJ

**Position Type/Classification:**

Full-Time / Exempt

**Reporting To:**

Chief Executive Officer

**Compensation/Salary Range:**

\$120,000-\$130,000/year

**Organization Overview**

Since its inception 30 years ago, HomeFront has worked to break the cycle of poverty and end homelessness in Central New Jersey, serving tens of thousands of Mercer County, New Jersey families. In the past year alone, families came to us over 50,000 times for shelter, food and life-changing assistance. Started by volunteers providing meals for families living in welfare motels in and around Trenton, HomeFront has since developed a holistic array of services for clients who are experiencing homeless, facing complex barriers to economic opportunity, or working hard to make ends meet.

Our work is best captured by our mission statement:

HomeFront’s mission is to end homelessness in Central New Jersey by harnessing the caring, resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We work to give our clients the skills and opportunities to ensure adequate incomes, and we work to increase the availability of adequate, affordable housing. We help homeless families advocate for themselves individually and collectively.

At HomeFront, our work is organized around four core beliefs:

1. **We believe that families deserve safe, secure housing.** On any given night, HomeFront provides a roof over the head of approximately 450 individuals, the vast majority of those children. HomeFront’s housing work spans a broad continuum: emergency shelter at our Family Campus, scattered site transitional living, over 120 units of permanent affordable supportive housing, and a robust set of homelessness prevention programs that distribute nearly a million dollars a year in rental assistance for families facing eviction or homelessness.
2. **We believe that with the right tools, all families can succeed.** For families to become—and, more importantly, remain—stable, they need the tools, skills and opportunities to keep them on track and build self-sufficiency. Life skills are interwoven throughout all that we do, but we also offer formal programming through our Hire Expectations program: educational support for adults to study for and acquire their high school equivalency; career coaching, job skills training, and workforce development to obtain and keep a job that pays a living wage; a wellness center dedicated to supporting individual and family physical and mental health with

professional practitioners; life skills programming for topics ranging from health education, nutrition and healthy eating in our Teaching Kitchen, expert-led workshops on topics such as parenting, budgeting, and coping with trauma; and life enhancements such as our therapeutic ArtSpace and SewingSpace programs, music, yoga and mindfulness, and much more.

3. **We believe that families need basic necessities to live a life with dignity.** Faced with limited resources and focusing on surviving, the families we serve often do not have the means to acquire basic necessities. We provide those resources to thousands of households a year through our Resource Network. Each year, the Resource Network distributes thousands of grocery bags from three food pantries, furnishes hundreds of apartments through our Furnish the Future program, hosts over a thousand families to “shop” for clothing, shoes, housewares, and linens at no cost at our FreeStore, provides over one million diapers and wipes from our Diaper Resource Center, serves thousands of children in our Back to School, Thanksgiving, and Holiday Wishes drives, and much more.
4. **We believe that children nurtured by love and support will grow on a path to realizing life’s possibilities.** We embrace a two-generation approach to services, recognizing that support for both parents and children are necessary for long-term family self-sufficiency. HomeFront was founded to tackle the challenges facing hungry children experiencing homelessness and children have remained at the heart of our work ever since. From intensive services at our emergency shelter to an award-winning preschool to year-round enrichment programming and more, we wrap these children in the support they need now, provide hope for a better tomorrow and open their worlds to the possibilities that await them.

With a budget of approximately \$14M and growing, a strong and dynamic leadership team and staff of over 120, thousands of active volunteers and supporters, and a passion for our work animated by the unmet need we still find in our community, HomeFront is poised for growth and will continue to refine and expand our work to achieve our mission.

### **Job Summary/Objective**

HomeFront is currently seeking an experienced organizational leader and exceptional manager to serve as Chief Operating Officer (COO). HomeFront’s Chief Operating Officer plays a key leadership role in helping shape and deliver on the strategic goals of the organization. The COO provides the leadership, management, and vision necessary to ensure HomeFront has the proper operational practices, administrative and reporting procedures, and people systems in place to effectively steer the organization towards operating efficiency and financial strength. The position accomplishes this through a respectful, constructive, and energetic style, guided by HomeFront’s goals and objectives. The COO reports to the Chief Executive Officer and oversees program management and client support services aligned with our Four Core Beliefs. As a member of the senior management team, the COO will be a key leader in strategic planning, program development and organizational refinement. This role will partner closely with the CEO and the leadership team to determine strategies to best fulfill HomeFront’s mission – to end family homelessness and break the cycle of poverty for families in our region.

The ideal candidate will bring extensive nonprofit leadership experience and a demonstrated record of managing and enhancing the administration of a high-performing organization. The top candidate is a

creative problem-solver who thrives on identifying solutions and focusing on what's possible while facilitating strong collaboration and communication across the organization. They will bring strong emotional intelligence, authenticity, and a proven ability to help individuals and teams achieve their full potential. In addition, the COO will embody and nurture a strong and inclusive culture that reflects our values.

### **Essential Functions and Responsibilities**

- Serve as thought partner and deputy to the CEO and as a member of the Senior Leadership Team
- Collaborate with the CEO in setting and driving organizational vision, strategy, and operations and serve as the action-oriented, hands-on professional responsible for actualizing our plans
- Provide day-to-day leadership and management of HomeFront's key programmatic initiatives, organized around the Four Core Beliefs – Housing Resources, Tools for Living, Resource Network, and Children's Programs and directly supervise the leaders of those teams
- Serve as a member of the Executive Team, building and cultivating a high-performing senior leadership team and playing an active role in attracting, retaining and developing a best-in-class staff
- Lead HomeFront's efforts develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to achieve HomeFront's objectives and deliver excellent client services
- Implement, with the support of the CEO and Executive Team, HomeFront's strategic plan, and translate big-picture strategy into actionable goals for performance and growth
- Analyze internal operations, identify areas for improvement, and drive adoption of consistent processes and systems in social service delivery and agency management
- Establish and maintain a culture of high performance, collaboration, accountability, innovation, and commitment to delivering measurable community impacts.
- Provide timely, accurate and complete reports on the operating condition of the agency and its programs
- Maintain and build trusted relationships with peers and direct reports, key partners, and stakeholders
- Partner with the Chief Financial and Administrative Officer to develop the annual budget, meet budget goals, review financial performance, and improve program budgeting and reporting practices
- Partner with the Director of Human Resources to identify, develop, and retain top talent and become an employer of choice in our community
- Partner with the Director of Innovation and Evaluation to develop a culture that utilizes evidence in all decisions at all levels and to collect, maintain and utilize high-quality data, translate data into meaningful and actionable information, quantify agency impact, and embrace a meaningful, transparent performance and quality improvement system

and other duties as assigned.

### **Competencies:**

- Demonstrated ability to think strategically and critically, utilizing keen analytic and problem-solving skills

- Strong leadership skills with experience in building teams and scaling up organizations; ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower top-notch leaders from the bottom up, lead from the top down, cultivate entrepreneurship, and learn the strengths and weaknesses of the team to put people in a position to succeed
- Skilled and experienced in organizational development, budget and resource development, and strategic planning
- Flexible and able to multitask; can work within a fast-moving environment while also driving toward clarity and solutions
- Demonstrated resourcefulness and creativity in setting priorities, anticipating needs, and guiding investment in people and systems
- Ability to diagnose and solve business problems expeditiously and proactively, facilitated by a solid grasp of data analysis and performance metrics
- Strong verbal and written communications skills including the ability to communicate in an ethical and sensitive manner, clearly express goals and objectives, and establish mechanisms to encourage the constant exchange of ideas and information up, down, and across the organization
- Emotional intelligence, integrity, credibility, humility, and a commitment to service

**Required Education and Experience:**

- Deep belief in the core values of HomeFront and passion about our mission
- Bachelor's degree
- At least five years of experience in an operations leadership role in an environment with complex people and client systems, with a preference for experience in the social services field
- Technologically savvy, including high proficiency in MS Office Suite, with a demonstrated ability to use business software applications to improve efficiency and synthesize data and information to provide strategic and operational insights

**Preferred Education and Experience:**

- Master's Degree (MPA/MBA/MSW or other graduate nonprofit/social service degree) or equivalent experience
- Strong understanding of principles of effective social work practice and how those principles are best implemented in an organization
- Prior nonprofit experience
- Sophisticated understanding of current best practices in serving families facing economic and housing hardships and knowledge of and relationships with public and private partners doing parallel work in New Jersey and Mercer County

**Compensation**

This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the evolution of a growing, highly-respected organization. We are seeking an individual of outstanding quality with a respected track record. The compensation range for this position will be \$120,000-\$130,000, commensurate with experience and expertise. HomeFront offers all employees a competitive benefits package that includes health, dental, 401(k), and vacation benefits.

**Physical Demands:**

Prolonged periods sitting at a desk and working on a computer. Requires eye-hand coordination and manual dexterity to operate office equipment such as computer, keyboard, copier, scanner, and telephone. May be exposed to weather conditions prevalent at the time while traveling.

**Travel:**

Frequent local travel to variety of HomeFront sites across Mercer County during normal work hours can be expected for the position. Occasional overnight travel expected.

**Disclaimer:**

This position description neither constitutes a contract of employment nor is designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. Company may exercise its employment-at-will rights at any time.

HomeFront, Inc is an equal opportunity employer. We welcome employees and prospective employees without regard to race, religion, national origin, gender, age, disability, marital status, gender identity or expression, sexual orientation or veteran status.