



Position Guide

CHIEF OPERATING OFFICER

www.thepricecenter.org



POSITION: Chief Operating Officer

REPORTS TO: Chief Executive Officer

LOCATIONS: Newton, Massachusetts

Mission: *The Price Center empowers individuals with intellectual and developmental disabilities to thrive in living, social and work communities.*

Vision: *We will be a model service organization in which individuality and choices for people shape the expansion, diversification, and innovation of our community-based services. Through collaborative efforts to provide excellent, flexible, and creative services, we will meet the ever-changing needs of people with intellectual and developmental disabilities.*

Values

- Respect individuality
- Value individual preference and diversity
- Cultivate compassion
- Promote personal and professional growth
- Encourage full participation in community life
- Exceed standards for quality and safety
- Adhere to highest ethical standards
- Utilize resources responsibly

Overview

Started by a small group of dedicated families for their children in 1977, The Price Center has retained its sense of family, community, and belonging as it grows and continues to serve special individuals with intellectual and developmental challenges. The Price Center offers day habilitation, residential, employment, and community-based programs that foster self-confidence and maximize physical, emotional, and intellectual capabilities, while striving to help each individual live as independently as possible in the larger community.

With a focus on the special people we care for and provide support to, The Price Center has nurtured its highly regarded innovative and personalized programs, training services, and housing. The Price Center encourages social, living, and work experiences that respect individual preference and diversity because it strongly believes in the value of those experiences – for both our individuals AND the communities in which we live. Our goal, always, is to help individuals with

different intellectual and developmental abilities reach their personal greatest potential via self-development and community participation.

Our programs and services are tailored to each individual and our goal is to maximize their physical, emotional, and intellectual capabilities while encouraging self-confidence and self-advocacy.

The core programs at The Price Center are:

[Community Programs](#): Activities that foster active participation in the community.

[Employment Services](#): A comprehensive range of skills assessment, individualized placement, and on-site job coaching for adult job seekers with diverse abilities and goals.

[Day Habilitation](#): A medically based program tailored to each individual's unique needs offering clinical services include nursing care, occupational and physical therapy, speech therapy, language and communication therapy, behavioral intervention, and mobility and expression therapy. Individuals develop skills to communicate, interact socially and become more self-reliant.

[Community Living](#): The Price Center currently operates six homes in Newton and Brookline as well as a range of residential support services, from total care for individuals with profound disabilities to a few hours a week to assist individuals who are able to live independently.

[ASCENT](#): (Advocacy, Social Skills, Connections, Empowerment, Negotiation and Transitions) is an extended day services supervised "social club" for young adults between the ages of 16 and 30.

The Price Center has a 7-member Board of Directors and a dedicated 120-member staff. The annual operating budget is approximately \$7-9 million. We aspire to grow rapidly over the next five years. For more information regarding The Price Center: <https://www.thepricecenter.org/>.

The Opportunity

In this newly created role, the COO will be an important member of the Senior Executive Team and will have a seat at the leadership table. The COO will be a key leader in The Price Center's efforts to reinvent services to the benefit of our clients – the individuals and families we serve. Agile and informed by lessons learned from a track record of accomplishments, the COO will work collaboratively to execute strategies, systems, policies, initiatives, and program innovations across the organization. The COO will play a key role in leading the optimization of The Price Center's operations and administration. The COO will be involved in major strategic and operational decisions affecting The Price Center, refining and building a cost-efficient and scalable operational infrastructure that will facilitate growth and sustainability. Critically, the COO will assure The Price Center's continued high standards of staffing and constantly work to address deficiencies in the center's service offerings.

Candidate Profile

The COO for The Price Center will have demonstrated integrity, embodied by being honest and trustworthy. A proven leader with the confidence to make decisions and take risks, the COO will inspire others to achieve their best work. As an adaptive and innovative leader, the COO will be comfortable working in a constantly improving environment. The COO is responsible for the management and oversight of the day-to-day operations which include the following core functions: program development and management, State Ops, human resources, facilities, and technology. Competencies include:

Strategic Leadership (Planning and Execution) - The COO will work collaboratively with the CEO and the senior team to translate vision into actionable plans for delivering on all operational priorities. They will execute on a vision for growth and innovation, while ensuring operational excellence in finance, IT, HR, programs, development, marketing, and communications. They will implement effective change management strategies ensuring stakeholder buy-in and cohesion in making measurable improvements to operations. The COO will develop a technology and infrastructure strategy leveraging best practices in applications, software and system platforms.

Program Development and Management - The COO will partner with program managers and staff to deliver a comprehensive suite of services for clients and their families. They will ensure that program quality and standards are evaluated on a regular basis. The COO will maintain and strengthen external relationships with regulators and create meaningful mutually beneficial business partnerships.

Financial and Business Acumen - The COO will work directly with the CEO and finance team to develop and oversee tools, systems, and reports and KPI's to provide timely operational information for management and decision making. They will ensure that all financial and operational aspects of The Price Center align with strategic goals and priorities. The COO will manage the development of data for internal and external use cross-functionally, analyzing and interpreting key programmatic data and organizational metrics, and making recommendations based on data.

Mission Alignment - The COO will collaborate with the CEO to integrate the mission and vision of The Price Center in the overall goals and workflow of the organization. They will develop a strong, operational partnership with the CEO, Executive Leadership Team, and the Board of Directors, providing strategic updates and supporting special initiatives. Acting as a key partner to the CEO, they will provide guidance, refinements and operational support to strategic planning and implementation, connecting diversity, equity, and inclusion to overall organizational strategy.

Innovation Mindset - The COO will evaluate and support The Price Center's core business operations, identifying and developing innovative organizational capabilities and strategies that are technical, process, and people driven. The COO will be able to see the big picture and be a thought partner who can recognize opportunities and risks at a senior executive level. They will be iconoclastic and creative in addressing business problems and constraints imposed by the economy, regulatory fetters, and conventional wisdom. They will partner with the Director of Development on fundraising strategy, benchmarks, and processes to ensure they support operational, programmatic and cash flow needs.

Team Builder and Talent Manager - The COO will be an inclusive and generous manager with a track record of recruiting and recognizing top talent, motivating the team, delegating effectively, valuing diversity and difference within the team, and managing and supporting performance. An effective communicator and motivator across disciplines, the COO will have a collaborative approach to leadership, driving team and organizational growth and impact and will lead by example. The COO will partner with the Director of Human Resources to assure effective recruiting strategies which value diversity, reduce turnover, enhance training, and develop a career path at all levels of the organization.

Candidate Qualifications:

- Mission driven, faces obstacles with determination and energy.
- Decisive with both a collaborative and data driven orientation.
- A business oriented human services professional or a human service-oriented business person.
- Capable of understanding strategy and reducing it to practice through tactical planning and management.
- Demonstrated leadership qualities and aspiration for advancement.
- Motivated by change and biased toward innovative methods for achieving goals.
- A track record of implementing systems, organizational structures, and processes to achieve organization's goals.
- Demonstrated initiative.
- Understanding of quantitative and qualitative dimensions of decision making.
- An experienced collaborator who can solve complex challenges and support cross-functional and diverse teams throughout an organization.
- Experience leading organizations through periods of change and growth with demonstrated accomplishment overseeing strategy and planning, talent/HR and organizational development, programs, operations, and finance functions.
- Expertise designing and implementing cross functional operational processes that promote collaboration, break down silos, and expand organizational impact.
- Experience with contracts, regulations, procurement processes, and scale as the organization takes on more complex work is desired; some experience in reviewing and negotiating business contracts is also preferred.
- Ability to relate openly and comfortably with diverse groups of people from a wide variety of backgrounds including staff, clients and families, and community partners, both internally and externally.
- Bachelor's degree or equivalent experience required (MBA, MSW and/or equivalent certification and/or experience preferred).

Candidate Characteristics

- High degree of professionalism and emotional intelligence; skilled at building and sustaining excellent relationships across an organization.
- Strategic orientation with a proven ability to manage daily operations.
- Exceptional interpersonal skills; able to inspire and motivate staff, donors, and Board members.
- Inclusive leadership style and cultural competence.

The Price Center is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants on the basis of age, race, ethnicity, sexual orientation, gender, gender expression, religion, national origin, disability, veteran status, or any other status protected by federal, state, or local law. We welcome a diverse pool of applicants for this position.

While there is no deadline for application, preference will be given to candidates who present their credentials by May 17, 2021. To apply, please submit a current resume and cover letter to Kittleman & Associates, LLC at <https://bit.ly/3gIThK2> (click on the Apply button at the bottom of the page).