



## Career Opportunity: Chief Operating Officer

### Organization Overview

The National Institute for Children's Health Quality (NICHQ) is a mission-driven nonprofit dedicated to driving dramatic and sustainable improvements in the complex issues facing children's health. We provide deep expertise in building and managing effective change strategies that align partners and engage participants to achieve better outcomes for children's health. At the heart of what motivates us is the belief that children and families deserve better systems and supports so that every child achieves their optimal health. Because of this belief, addressing social determinants of health, eliminating health disparities, and achieving equity are central to our mission. We believe that by creating a culture of diversity, equity and inclusion, we will similarly foster greater strength and resilience within and beyond the organization.

### Position Overview

The Chief Operating Officer (COO) serves on the executive leadership team and assures that effective processes are in place to manage, measure and report on organizational capacity. NICHQ's COO ensures alignment of strategic plan and budget projections, and implementation of operations in fulfillment of the organization's plan and mission. The primary responsibilities of the COO are management of the general and administrative functions of the organization, including operations, human resources, facilities management, and coordination of Board of Director meetings. The COO works closely with the finance team to ensure appropriate fiscal management, including overseeing the administrative budget for the organization. The COO is responsible for overseeing HR policies and procedures, and building a constructive, successful work environment. The COO has direct people-management responsibility and works closely with directors of all departments.

### Summary

**Career Level:** Experienced

**Status:** Full-Time, Exempt Employee

**Education:** Master's degree or commensurate experience in business, non-profit management, or health care administration

**Reports to:** CEO

**Salary:** Commensurate with experience

### Responsibilities

- Manage general and administrative functions of the organization, including administration/operations, human resources, facilities management
- Support CEO in planning for, organizing, and managing meetings of Board of Directors, ensuring appropriate and strong organizational governance
- Participate in the development and direct the implementation of the organization's strategic plan
- Working with the finance team, ensure budget projections are met across the organization and identify areas to improve cost efficiency and performance

## Human Resources Leadership

- Build and sustain a culture aligned with organizational values and vision that is high performance, mission driven, equity-oriented, client-focused, and business savvy
- Oversee talent management, including direct supervision of the Senior Manager of Human Resources
- Ensure compliance with labor regulations in all states in which NICHQ conducts business and/or employs staff
- Ensure the identification of training and developmental needs of staff
- Assist in the management of staffing resource needs for the organization
- Develop new positions as organization changes and grows, and manage organizational structure aligned with core functions and strategy
- Foster the diversity, inclusion and equity goals of the organization

## Oversight of Business Systems and Processes

- Supervise general and administrative functions, including human resources, technology and operations to ensure business and strategic goals are met according to NICHQ values
- Monitor systems and procedures for contracting with clients and grant organizations and for subcontracting with consultants and partners, ensuring adherence to the contracting process
- Maintain mechanisms to ensure compliance with key federal, state and other funder requirements
- Identify areas to improve cost efficiency and performance
- Identify and pursue opportunities for new business development

## Qualifications

- 10-15 years of progressively responsible nonprofit management experience required, with direct experience in senior organizational leadership (CEO, COO, Executive Director, Executive VP) strongly preferred
- Master's degree or commensurate experience in business, non-profit management, health care administration
- Demonstrated effective leadership and managerial skills
- Demonstrated ability in business development and/or fundraising required
- Demonstrated experience in human resources and operation systems required
- Knowledge of the health care environment (e.g., provider, insurer and public health perspectives) with knowledge of children's health care environment preferred
- Demonstrated understanding of quality improvement approaches preferred
- Strong collaboration skills and communication skills, both oral and written required
- Proven ability to balance multiple projects and responsibilities
- Strong interpersonal skills and a high degree of professionalism

## Salary and Benefits

Salary will be commensurate with qualifications and experience. Excellent benefits package, including medical, dental, disability, life insurance, flexible spending accounts, paid time off, holidays, and commuter benefits.

## To Apply

To apply for this employment opportunity, please complete and submit an online application at [NICHQ.org](https://www.nichq.org). If you have any trouble accessing the application form, please email [careers@nichq.org](mailto:careers@nichq.org).

*NICHQ is committed to increasing the representation of people from culturally and linguistically diverse backgrounds in our workforce and to value and embrace their skills, perspectives and experiences for the*

*benefit of our mission. NICHQ is an equal opportunity employer; all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, gender, sexual orientation, age, marital status or disability.*