



Title: Chief Operating Officer

Reports to: Executive Director

Job Location: Hybrid, with expectations to work at the Cleveland office at least 3 days per week or other locations, as requested

Benefits: Health, Dental, Vision and Retirement, Paid Time off, Holidays

Date Posted: December 2024

To Apply: please contact Diane McNally from Diane McNally Consulting at diane@dmcnallyconsulting.com

Overview of Kinnect:

Kinnect is an Ohio-based non-profit organization dedicated to developing KinFirst strategies and delivering programs that build and strengthen kinship connections and inclusive support networks for families, young people, and children. With a vision to ensure young people and families have a sense of belonging, the essential resources, and relationships to thrive, Kinnect has been partnering with families, public agencies, and private providers for almost 20 years. Through collaborative efforts, Kinnect aims to improve permanency outcomes, build networks of support, and create innovative strategies that align with a KinFirst culture mindset and approach. Building a KinFirst culture requires equitable investments, training, coaching, policy, practices, and partnerships that prioritize family and kin and support stability, culture, and community. Kinnect is proud to be a nationally recognized leader and pioneer in the field, which led to the development of KinnectU, a training, consulting, and replication branch of Kinnect, to provide these services to all child- and family-serving organizations. Kinnect delivers programs and services across the state of Ohio, and through KinnectU has been providing training and consulting services nationally. Our programs include the Ohio Kinship and Adoption Navigator (OhioKAN), Kinnect to Family (KTF), Youth Centered Permanency Roundtables (YCPRT), and Youth Navigator Network (YNN). Our Search, Explore, Engage, Kinnect (SEEK) training is offered throughout Ohio and other states, and we have a series of trainings as part of our Safe Affirmed Youth (S.A.Y) priorities that include Family Finding strategies for youth who identify as LGBTQ+. Kinnect is grateful to receive support from a variety of sources, including contracts with government entities, partnerships with nonprofits, generous grants, and invaluable donations from foundations and private donors.

Position Summary:

Reporting to the Executive Director, the Chief Operating Officer (COO) ensures the smooth operation of the organization by establishing and implementing a common operating infrastructure and consistent operating policies. The COO is accountable for designing, refining and facilitating a successful operational infrastructure that will support Kinnect's mission and Strategic Plan. In close partnership with the Executive Director, the Executive Leadership team, and the Board of Directors, the COO will be accountable for aligning resources and processes across the organization to best achieve specific key performance indicators. The COO is integral to the overall operation of Kinnect (which has employees working across the state of Ohio) and must work collaboratively to build and maintain a culture of trust and transparency while delivering insight and timely decisions that impact Kinnect's ability to meet its commitments and objectives. The COO facilitates the day-to-day operations by ensuring that the organization has proper operational controls, administrative protocols, and human resource/people systems in place to effectively run and grow the organization. The COO along with the Executive Director, and the Kinnect Leadership team is responsible for working together to ensure that departments are cooperating and effectively working together to deliver the mission of Kinnect. The COO supports the Executive Director and others on the Executive Leadership team by addressing day-to-day issues, coaching and developing the Special Operations team, and providing regular status updates to others.

Essential Functions:

Team Leadership of various Operations Functions, including: Operations, Finance, Human Resources and additional functions supported by third parties such as IT, Facilities, and Legal. Strong collaboration with Marketing & Communications and Donor Development. Additional Functional responsibilities below:

Strategic Leadership

- Exemplifies the mission, vision, and values of Kinnect and the OhioKAN program. Takes a leadership role in actualizing Kinnect's commitment to Inclusion, Diversity, Equity and Access (IDEA).
- Sets the tone that inspires a shared sense of purpose among key stakeholders, including, families served, state partners, public and private human service organizations, community leaders, and Kinnect's team members.
- Contributes to the success of the organization's programs as well as the effective and successful leadership of the operations team by actively sharing ideas and information, and contributing personal creativity and critical thinking to the ongoing refinement and success of the organization.
- In collaboration with the Executive Leadership team participate in and support the strategic planning process. This work includes devising strategies, policies, and practices that meet

the emerging needs and demands of Kinnect as well as the evaluation and implementation of expansion and growth opportunities.

- In partnership with the Director of Strategy establish operational plans to support the execution of the strategic plan. Facilitate implementation and monitor progress. Track and resolve issues across departments. Provide regular status reports.

Evaluation and Continuous Quality Improvement (CQI)

- In partnership with the Programs and the Operations Manager ensures the effective oversight of the Overall Organizational Evaluation Process. In partnership with the Executive Director and Director of Strategy ensures that data is collected, monitored and understands data integrity, program fidelity, and CQI practices.
- Work in partnership with Kinnect's Leadership team to ensure that all Program data is embedded in the overall Organizational Evaluation as it relates to Kinnect's Strategic Plan.
- Makes recommendations for improvement and identifies best practices for ongoing enhancement of organizational practices
- Identifies opportunities to build and change systems to enhance organizational effectiveness. Provides leadership for planning and executing on change initiatives.
- Participate in the development and design of Kinnect's CQI process.
- Reports results to the Executive Team and Board of Directors, as requested.
- Continuously improve the infrastructure (organization design, workforce alignment/organization structure, operating protocols) to enhance Kinnect's performance.
- Establish protocols for documenting business processes to ensure continuity and knowledge transfer.

Partnering with Sites and Stakeholders

- Works collaboratively with the Executive Director, Program Directors and Director of Strategy to achieve all deliverables and requirements for the programs and the organization.
- Is aware of and can inform and advocate for kinship policy and procedure changes in partnership with DCY as areas of needs are identified.

Kinnect Organizational Responsibilities

- Active participation with Kinnect's Executive Leadership team and Senior Management team. .
- Develop high quality relationships with Kinnect team members to effectively achieve high quality work products.
- Actively participate in organization and team meetings as well as organizational trainings.
- Attend external meetings as requested.
- Work collaboratively across teams and cross-functionally to foster the integration of programs to ensure successful and seamless service delivery for families, young people and children.
- Engage in special projects, as needed.

Leadership Teaming Expectations :

- Works collaboratively with peers to create and sustain goal alignment. Openly shares information; seeks, and gives constructive feedback.
- Maintains open communications to ensure inclusion, transparency, and accountability.
- Regularly meets with peers individually and as a group to share updates and offer support.
- Shares resources to help peers and their teams accomplish their goals.
- Presents a united voice with peers and demonstrates advocacy for their work.
- Continuously seeks ways to create connectivity and integration across the organization. Leads efforts to actualize opportunities.
- Celebrates peers' successes.

Performance Management

- Create and maintain operational framework for performance reporting across the organization. Establish key performance indicators (KPIs) to measure operational effectiveness and efficiency.
- Support the Executive Leadership Team in improving, developing, documenting and tracking of performance metrics for the organization.
- Develop standards to measure and evaluate Kinnect's financial and operational performance and report results to Executive Leadership team and Board of Directors.

Culture and Talent Management

- In partnership with the Operations Manager build and maintain a high performance, team-oriented culture through effective policies, practices, performance management and support, retention and development of talent, and implementation of recognition as well as coaching practices that align with professional and organizational goals.
- Understanding and ability to execute the Dare to Lead Leadership Framework.
- Lead organization wide activities that support team building and contribute to a culture of partnership, integrity, outcome focused, innovation and IDEA (Inclusion, Diversity, Equity and Access)

Third Party and Facilities Management

- Oversee the leadership of vendor management with professional services providers (IT support, attorneys, accountants, consultants, insurance brokers, etc.) to ensure high quality support for the organization
- Optimize physical facilities management matters (office space, safety, etc.)
- Responsible for developing remote work framework to enable engaged employees and effective execution of Kinnect's mission

Education / Qualifications:

Minimum Requirements:

- Bachelor of Business Administration, Bachelor's in Public Administration, Bachelor's in Social Work or Bachelor's in Public Health or related field required
- 10- 15 years leadership experience

- Progressive operational / administrative experience, including in a management/leadership role

Preferred Skills / Qualifications:

- Master of Business Administration (MBA), Master's in Public Administration, Master's in Social Work or Master's in Public Health or related field required
- Ability to delegate, motivate and inspire team members
- Experience in process management and reengineering
- Experience with ERP and payroll systems; familiarity with other technology platforms, such as HRIS and procurement
- Experience scoping, negotiating, and managing vendor/supplier relationships
- Experience working cross-functionally and with external partners
- Experience in leading business continuity and crisis response programs
- Demonstrated critical thinking, decision-making and problem-solving skills
- Working with discretion and integrity
- Strong written and verbal communication skills
- Ability to manage time and multiple priorities, effectively

Skills and Competencies:

Role Competencies:

Communicate Effectively: Develop and deliver communications using various methods that conveys a clear understanding of the unique needs of the different audiences we communicate with.

Leadership Acumen: Understands the complexities involved in organizational functioning as it relates to people, to overall strategy, and to policies/procedures. Is able to achieve high quality results through informed decision making and applying knowledge from experience, education and through partnerships.

Effective Team Development: Ability to build strong identity teams that are inclusive and can apply their diverse skills and perspectives to achieve common goals.

Administers and Supports Efforts to Achieve Goals: Provides leadership and direction to the team to ensure success in achieving common goals. Is able to provide appropriate support, guidance and accountabilities to achieving organizational goals.

Manages Complexity and Innovation: Understands and is skilled in making sense of complex situations and challenges to effectively resolve issues. Has skills and an understanding on how

to support the use of innovation and implementation science to understand opportunities and challenges that arise at the organizational level and within teams.

Additional Role Competencies:

- Comfort with and ability to resolve conflict as it surfaces.
- Operates with a high level of emotional intelligence and creates an engaging and inclusive work environment. Develops, coaches, and inspires team.

Kinnect Guiding Principles:

Partnership: Bringing our collective experience and skillsets to relationships that support our connectedness and achievement of our mission.

Inclusion, Diversity, Equity and Access (IDEA): As a learning organization, we pledge to ongoing and sustained work in diversity, equity, inclusion and accessibility through collaboration with families, communities, Kinnect team members and our partners.

Innovation: Continuous and dynamic process where creative ideas are valued, discussed, and implemented to significantly disrupt routing and prevailing structures.

Integrity: Having the courage to live the Kinnect values of dignity, respect and honesty.

Outcome Focused: We strive to measure our work, to pivot, iterate, and improve to accomplish desired results.

Communicate Effectively: Develop and deliver communications using various methods that conveys a clear understanding of the unique needs of the different audiences we communicate with.

Inclusion Diversity, Equity, and Access:

Kinnect is committed to fostering, cultivating, and preserving a culture of inclusion diversity, equity, and access. These commitments are not just part of our value system but are at the core of our intentional actions to eliminate systemic barriers that have produced inequities based on differences.

We commit to a sustained investment of time, resources, and people to advance equitable realities for our employees, and for the children, families, and communities that we serve. We do this by intentional advocacy for social justice and the continuous scrutiny of the systems that we create and those in which we operate.

Our employees are the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, unique capabilities, and

talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and success, as well.

We embrace our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and intellectual or emotional ability, political affiliation, race, religion, sexual orientation or identity, socio-economic status, parental or family status, medical or genetic status, veteran or disabled veteran status, and other characteristics that make our employees unique.

Kinnect's inclusion, diversity, equity, and access initiatives involve, but are not limited to, our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; staffing decisions; terminations; and the ongoing development of an inclusive work environment.

Equal Opportunity Employment:

Kinnect maintains a policy of nondiscrimination toward all employees and applicants for employment. All aspects of employment with us will be governed on the basis of competence and qualifications and will not be influenced in any manner by race, color, religion, gender, or gender identity or expression, age, sexual orientation, sexual expression or identity, national origin, physical, intellectual or emotional ability, marital or partnership status, parental or family status, medical or genetic status, veteran's or disabled veteran status, in accordance with applicable federal, state and local laws governing nondiscrimination in employment. Employment Posters stating current regulatory and legal requirements are posted in Kinnect's main office and on the intranet.

Working Conditions:

- Travel required, as needed. Must have access to own transportation.
- This job requires occasional overnight travel
- Kinnect as an organization has a Hybrid Work Model that combines remote and on-site work at Kinnect, as well as routine on-site or in-person work with team members, partner sites, community events, and direct service in the field.
- This role will utilize standard office equipment that will be provided by Kinnect

Hiring Process:

- Background Check Information: The final candidate selected for the position will be required to undergo a criminal background check. Criminal convictions do not necessarily preclude an applicant from consideration for a position. An individual assessment of an applicant's prior criminal conviction(s) will be made before excluding an applicant from consideration.

Disclaimer: The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

Kinnect maintains a policy of nondiscrimination toward all employees and applicants for employment. All employment decisions at Kinnect are based on organizational needs, job requirements and individual qualifications, and will be governed on the basis of competence and qualifications and will not be influenced in any manner by race, color, religion, gender, or gender identity or expression, age, sexual orientation, sexual expression or identity, national origin, physical, intellectual or emotional ability, marital or partnership status, parental or family status, medical or genetic status, veteran's or disabled veteran status, in accordance with applicable federal, state and local laws governing nondiscrimination in employment. Employment Posters stating current regulatory and legal requirements are posted in Kinnect's main office and on the intranet.

Americans with Disabilities Act: This position involves sitting in a stationary position for at least 50% of the time and the ability to ambulate without assistance to attend on-site meetings, as needed. The job requires movement in a typical office environment with file cabinets, office machinery, office furniture and typical hallway and access doorways. The position must operate typical office equipment, such as copiers, telephones, computers and peripherals. This job requires that the person must have the ability to access transportation to attend meetings and special events. The organization provides reasonable accommodation for this position.