



## **National Runaway Safeline Chief Operating Officer**

### **Organization Overview**

The National Runaway Safeline (NRS) helps keep America's runaway, homeless and at-risk youth safe and off the streets. For more than 45 years, NRS has served as the national crisis and communication system for runaway, homeless and at-risk youth. Each year, NRS connects more than 100,000 runaway, homeless, at-risk youth and their family members to help and hope through hotline, online, and offline services and a nationwide database of thousands of resources. NRS operates 24 hours a day, 7 days a week, 365 days a year. NRS' headquarters is located on the heart of the Lakeview neighborhood in Chicago.

### **Position Overview**

This is a very exciting time for NRS as the organization launches a strategic initiative to double the number of youth receiving services over the next three years. The new position of Chief Operating Officer (COO) will enable NRS to more effectively pursue our mission by creating the requisite infrastructure and providing the necessary support for this level of planned growth. We are seeking a passionate, energetic, committed and experienced leader who is both mission-minded and skilled in developing internal systems to ensure that NRS is well positioned to achieve its strategic and growth goals for the future.

The COO is responsible for all non-program related functions of NRS. This includes operations, finance, technology, and human resources, ensuring the conditions for effective programming and a healthy organizational infrastructure. While working closely with the CEO and NRS' Leadership Team, the COO provides strategic and day-to-day direction for the organization.

This position is full-time, will be based out of our Chicago Office and will report to the CEO. The COO must be committed to a flexible schedule to include some evening and weekend hours and some national travel.

### **Responsibilities**

- Serve as an ambassador representing the organization in a positive and constructive manner in all interactions with staff, the Board of Directors, volunteers, government officials, funders, national and community partners.
- Build a strong organizational culture that supports successful delivery of crisis services to youth and families. Promote effective communication among and throughout all levels of the organization.
- Develop and integrate a culture of commitment to diversity, inclusion, and equity within and across all operations.
- Work with the CEO and the Board of Directors to drive development and implementation of a new strategic plan for the organization.
- Promote innovation throughout the organization, providing support and processes to ensure successful changes and improvements.
- Oversee operations, create a supportive, engaging and highly productive organizational culture.
- Work with the Director of Finance on budgeting, financial and compliance reporting, and cash flow management. Guide conversations around and establish financial metrics for organizational scaling and

sustainability plans. Establish reports and dashboard presentations for the Board of Directors and the Finance Committee on the financial health and long-term viability for NRS.

- Oversee Human Resources, develop and implement strong HR policies and practices. Provide effective division of responsibilities and staff development across the organization. Create and implement a coordinated on-boarding system for all new employees. Ensure compliance with all applicable laws and regulations.
- Manage and develop relationships with employee benefits providers and evaluate and determine viability of expanding benefit options.
- Oversee development and implementation of an organizational wide health and wellness program.
- Work with the technology team to develop, fund and implement a long-term technology capacity building and strategy development project.
- Work with the Director of Technology on a plan for current and future technology needs and oversight. Oversee development of a short and long-term emergency back-up plan – including the ability to relocate NRS services within 24 hours of any long-term service disruption or catastrophic event.

### **Other Requirements**

- Commitment to the mission of the National Runaway Safeline.
- Minimum education of a bachelor's degree in nonprofit management, business, social work, or related field. Graduate degree considered a plus.
- At least 10 years' experience in finance, human resources, operations, or technology/IT with a minimum 8 years in a management role with significant experience supervising staff.
- Understand management and leadership practices of highly-effective nonprofit organizations.
- Capacity to be detail oriented and process-minded, while understanding the big picture and broader strategic goals of NRS.
- Demonstrated effectiveness at serving as a thought partner and decision-making coach.
- Strong relationship building skills and ability to communicate well with diverse teams both internally and externally.
- Demonstrated focus on excellence; has experience leading others to new levels of effectiveness.
- Ability to use technology effectively for professional communication and external presentations.
- Cross-cultural experience to work effectively within diverse communities.
- Utmost integrity; ethical behavior and appropriate business practices are expected.

NRS is an equal opportunity employer and will not discriminate against any employee or applicant on the basis of race, color, creed, religion, gender, sexual orientation, national origin, age or disability. Salary is commensurate with experience.

**Please submit a cover letter and resume to [humanresources@1800runaway.org](mailto:humanresources@1800runaway.org). No phone calls please.**