



Chief Operating Officer Jubilee Housing Washington, DC



Dragonfly Central, Inc. (DCI) is partnering with Jubilee Housing to find an exceptional Chief Operating Officer (COO) who is committed to helping individual and families seeking affordable housing. This position requires a candidate who brings strong programmatic, project, financial, and operational experience.

The Organization

The mission of Jubilee Housing is building diverse, compassionate communities that create opportunities for everyone to thrive. Since 1973, Jubilee has worked to provide high quality affordable housing and holistic support to those experiencing persistent economic hardship in the Adams Morgan and Columbia Heights neighborhoods of Washington D.C. Jubilee currently operates ten properties totaling 299 units of affordable housing and offers robust programming for residents and community members pursuing life goals. Jubilee will be adding 3 new properties in 2022, which will add 165 additional families to our community for a total of 464. We will also increase staffing from 57 employees to 91 by 2024.

Jubilee Housing is an innovator in financing for affordable housing and a responsible steward of the investments it receives. We understand our work to be about justice – for people who have been excluded from the prosperity of our city, and for our city itself to become a more equitable and united community. Our response is *justice housing*: affordable to those with few financial assets, located in neighborhoods where resources such as good schools, grocery stores, and public transportation are readily accessible and near services that support residents as they pursue educational and career attainment.

Jubilee is seeking individuals who are excited about this approach and want to work with us to operationalize our goals and aspirations.

The Position

Reporting to the CEO and serving as an integral member of the senior leadership team, the Chief Operating Officer will be responsible for the development of Jubilee Housing's financial management strategy and accountable for the design and management of processes and operations that support the organization's strategic goals.

In addition to the strategic components, the Chief Operating Officer will be charged with aligning, developing, and implementing policies and procedures in finance, human resources, programs, data collection and management, and general operational realms. The successful candidate will oversee teams with internal and/or operational functions and collaborate closely with the CEO and VPs of externally facing roles to ensure consistency of process and operations across the organization.

This is an outstanding opportunity for a nonprofit leader with financial and operational experience and a proven track record of creative problem-solving, managing for results, direct and indirect leadership, and change management to join in a high-growth, mission-driven organization.

2022

Jubilee Housing

Prepared by Dragonfly Central

Key Responsibilities

Lead Annual Planning and **Oversee** Strategic Planning

- Create and drive data-driven planning calendar
- Facilitate the annual planning process – develop process, format, accountabilities
- Oversee the regular review of progress and reporting on Justice Housing Plan
- Ensure that accountabilities are clear, and collaboration is ongoing for tactics requiring multiple teams
- Create and communicate decision making process, especially with regard to strategic plans moving forward
- Help design and facilitate leadership discussions that inform decisions
- Oversee the development and documentation of SOPs

Manage Finance and Accounting

- Regular processes, cost accounting
- Annual Budgeting
- Financial management, cash flow
- Reporting
- Financial reporting for grants
- Acquisition finance (with CEO)
- Fiscal agency
- Oversee the development and documentation of SOPs

Oversee process for data collection and management, through supervision of Director of Research Evaluation and Impact

- Measures
- Data policies
- Reporting
- Database systems & staff training, use
- Customer feedback process and policy
- Survey design
- Oversee the development and documentation of SOPs

Oversee HR Planning, Policy, and Process

- Ensure sound policy and process for recruiting, onboarding, performance management, and compensation management.
- Oversee the embracing of DEI policy, process, training, and accountability.
- Oversee and support cultural initiatives.
- Ensure compliance and oversee HR risk management.
- Oversee the development and documentation of SOPs

Oversee Property Management

- Support the implementation of new occupancy processes to address both the current and soon to expand real estate portfolio.
- Supervise the Director of Property Management in their oversight and management of the Property Management Department
- Facilitate the collaboration of Property Development & Property Management, Programs (Youth Services and Resident Services), and Finance Departments.
- Oversee lines of communication and activities between Property Management and Resident Services.
- Facilitate and support collaborative process in Property Management to ensure resident centric approach takes hold.

- Oversee the development and documentation of SOPs

Support Operations and Process for Programs and Institutional Advancement

- Roll out VP work plans and accountabilities with VPs and Directors who are not direct reports
- Support operational needs of IA and Programs (Youth Services and Resident Services), including process design and management support, development of policy and procedure, and compliance
- Engage in team meetings and as peers to COO's direct reports

Experience and Attributes

The Chief Operating Officer will use collaborative leadership skills, possess the ability to lead and build teams and will passionately lead with integrity. The position requires a leader who is organized and able to create structure that equips others to thrive while also being skilled in supporting operations and culture. The COO also must have the ability to interact with residents, as needed, to assist in basic trouble shooting. A Bachelor's degree is required (Master's Degree preferred). The COO must have 5+ years of executive non-profit experience concentrated in leadership with a focus on strategic operations management.

Base salary will be between \$120-128K. Benefits include: health, vision, and dental insurance, STD, LTD, and life insurances, paid vacation, sick leave, holidays, transportation stipend and a 403(b) up to 4% employer match contribution retirement plan with immediate vesting on date of hire.

The candidate for this position will be subject to a drug screening and will be required to consent to a pre-employment background and reference check as a condition of employment. Also, as a condition of employment, all external candidates must provide proof that you are fully vaccinated from COVID-19 as of your first day of employment, unless a request for an accommodation has been approved. "Fully vaccinated" means two (2) weeks have passed since your last dose of a two-dose series or two (2) weeks after a single-dose vaccination.

Application Process

Please email your resume, a cover letter that states why you would be an ideal candidate for this position, and how you learned of this position to JubileeHousingCOO@dragonflycentral.org. For other inquiries, please contact Ginna Goodenow at Ginna@dragonflycentral.org.

Jubilee Housing bases employment decisions on each person's performance, qualifications, and abilities. It does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, or characteristics protected by District of Columbia and federal law. All employment offers are contingent upon satisfactory proof of eligibility to work in the United States. Background investigation, credit check, and drug test will be required.

Resume reviews begin immediately.