



POSITION ANNOUNCEMENT

Chief Operating Officer

The National Association of State Directors of Developmental Disabilities Services (NASDDDS) represents the nation's agencies in 50 states, the District of Columbia, and Puerto Rico providing services to children and adults with intellectual and developmental disabilities (I/DD) and their families. NASDDDS promotes visionary leadership, systems innovation, and the development of national policies that support home and community-based services for individuals with I/DD and their families.

Top priorities of NASDDDS are to provide stellar support to state members, collaborate with sister associations and other long-term services and supports organizations, and consult with federal partners on policy that advances meaningful lives for individuals with I/DD.

NASDDDS seeks a Chief Operating Officer (COO) to:

- Develop, improve, and oversee internal systems and policies to support NASDDDS programs, project management, and personnel;
- Serve as primary liaison and lead point of contact with contractors that provide human resources, accounting, audit, investment, and information technology support;
- Manage the development and implementation of a business growth plan in partnership with the Executive Director, Deputy Executive Director, and Director of Communications;
- Manage Human Resources and IT systems;
- Manage, in partnership with the Executive Director and with support from the Director of Financial Services, the organization's financial functions, including oversight of contracted partners; and
- Provide strategic input on organization-wide goals and key performance indicators.

INTRODUCTION

Supporting state I/DD systems is central to the NASDDDS mission. Our members support more than 1.3 million individuals annually and oversee roughly 1/3 of our nation's Medicaid long-term services and supports budgets, including more than 3/4 of our national HCBS spending. NASDDDS seeks to support our members in navigating necessary technical waters in a manner that furthers person-centered approaches to supports and services that enable individuals with I/DD to have good lives in their home and communities.

NASDDDS believes that supporting individuals in the context of their families is core to building a trajectory of success, and we seek to help state systems build strategies, often

within a Medicaid frame, to that end. NASDDDS approaches systemic change from a deep values-based perspective, aiming to amplify strategies that further individual opportunities for autonomy, choice, and meaningful community engagement.

To support these goals, NASDDDS requires exceptional organizational performance and is seeking a COO who can assist the association in all aspects of operational considerations. This position reports directly to the Executive Director and serves as a direct supervisor to two full-time employees — the Director of Financial Services and the Senior Administrative Analyst. Candidates are encouraged to apply who have a demonstrated history of success in a senior leadership role in a nonprofit or philanthropic organization, experience leading human resources, and financial management for a complex organization, and have a deep understanding of the role of state agencies in providing supports and services to individuals with I/DD and their families.

KEY DUTIES

Essential Functions

Strategic Operations

- Manage the organization's operations, including developing, improving, and overseeing internal systems, policies, and procedures to support NASDDDS's programs, project management, and personnel.
- Provide strategic input on organization-wide goals and key performance indicators in partnership with the Executive Director and Deputy Executive Director.
- Manage the development of a business growth plan in partnership with the Executive Director, Deputy Executive Director, and Director of Communications, with information and support from the Director of Financial Services and our contracted fiscal partners.
- Manage Human Resources and talent management including developing a talent management strategy and a refined staffing model aligned with the business growth plan; negotiate and oversee employee benefits; manage recruitment, hiring, and onboarding of new employees; create and oversee an employee performance evaluation system rooted in appreciative inquiry; provide an effective backbone of support for NASDDDS staff.
- Manage all financial functions of the organization including serving as liaison, along with the Director of Financial Services, with our financial accounting and auditing firms; support the development of annual budgeting and planning (in close partnership with Executive Director), oversee contracting, ensuring completion of necessary tax filing, auditing, and related responsibilities; oversee the monthly review of finances with the Executive Director, and Deputy Executive Director; all with support from the Director of Financial Services.
- Manage all aspects of payroll and benefits management.
- In partnership with the Director of Communications, devise a strategy for database development for member management and lead project management system development and use.

- Serve as the IT lead for the organization, coordinating with IT support service providers to ensure IT systems are running smoothly, employee IT needs are addressed in a timely manner, and IT equipment and programs are acquired to meet the needs of the organization within budget.
- Oversee office management, including negotiating and maintaining the NASDDDS lease, as needed, with support from the Senior Administrative Analyst.
- Collaborate with and support the Executive Director and other senior leaders on Board of Directors management, preparation for board meetings, and other board-related projects.
- Support the Executive Director and Deputy Executive Director on special initiatives, as needed.
- Advise NASDDDS projects on solutions, risks, and constraints related to the budget and long-term financial planning.
- Manage the development of a system for operationally onboarding new network members and oversee onboarding process, in close collaboration with the communications team.

Direct Supervision

- Directly supervise two full-time employees — the Director of Financial Services and the Senior Administrative Analyst.
- Manage the professional development of direct reports including regular feedback and coaching, identification of growth and education opportunities, and completion of the annual performance evaluation.

NASDDDS General

- Support association efforts to further racial equity and cultural humility in all aspects of work.
- Utilize effective strategies to ensure high quality deliverables provided within reasonably established timeframes.
- Complete other duties, as assigned.

QUALIFICATIONS AND PERSONAL CHARACTERISTICS

- Bachelor's degree or equivalent with a master's degree in relevant field or a minimum of 6 years of related experience in a senior leadership and/or chief operations role required.
- Outstanding interpersonal skills.
- Excellent written and verbal communication skills, with the ability to communicate effectively with a wide array of audiences.
- Demonstrated understanding of key issues and functions in nonprofit, particularly as related to supporting state governments and/or disability systems of support.
- Fluency with technology including IT systems and database management.

- Strong background managing all major financial functions of a complex nonprofit organization including annual budgeting, payroll, cash flow, taxes, incorporation related documents, grant and contract management, among others.
- Strong background leading human resources, personnel management, and professional development for a nonprofit organization.
- Experience leading organization-wide strategic initiatives.
- Demonstrated project management skills across multiple, complex projects simultaneously; experience with project management software or similar a plus.
- Detail-oriented with the ability to see and strategize for the bigger picture.
- Excellent interpersonal skills and ability to effectively communicate with all individuals from entry-level employees to senior leaders and influential external partners.
- Self-motivated problem-solving skills, including the ability to develop novel problem solving approaches and think on your feet.
- Ability to work cooperatively and collaboratively in a small virtual or in-person office.
- Demonstrated effectiveness in written communication.
- Deeply believe in the mission and values of NASDDDS.
- Strong orientation toward diversity, equity, and inclusion.
- Experience as a supervisor of other employees required.

ADDITIONAL DETAILS

- The association offers a competitive benefits package.
- Competitive salary, commensurate with experience.
- This position requires limited travel, including out-of-state and overnight travel, as necessary.
- **Remote work is possible for the right candidate.**

TO APPLY

Send cover letter, resume, salary requirements, and relevant writing samples by **June 30, 2024**, to Karol Snyder, Director of Administrative Services at ksnyder@nasddds.org.

NASDDDS is an Equal Opportunity Employer

National Association of State Directors of Developmental Disabilities Services
www.nasddds.org
Alexandria, Virginia