CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA
JOB DESCRIPTION

JOB TITLE: Chief Administrative Officer
REPORTS TO: Chief Executive Officer
EMPLOYMENT STATUS: Exempt
TIME COMMITMENT: Full-Time
SALARY: $135,000-160,000/ Year

Position Summary

The Chief Administrative Officer (CAO), is an innovative and collaborative leader that supports the mission and the operation of all departments and programs within Catholic Charities of the Diocese of Santa Rosa. The Chief Administrative Officer reports to the Chief Executive Officer and is a member of the agency's Executive Team. The Chief Administrative Officer leads the agency in the accomplishment of the goals and the mission of Catholic Charities with confidence and enthusiasm.

The Chief Administrative Officer oversees the following functions:
1. Human Resources
2. Learning and Development
3. Administration and Quality Improvement
4. Risk Management
5. Data and System Integration
6. Information Technology
7. Facilities and Agencywide Safety
8. Centralized Food Service

The Chief Administrative Officer is responsible for the agency-wide compliance with Civil Rights laws and regulations.   The Chief Administrative Officer assumes a leadership role to enhance a supportive and positive culture within the agency and represents the agency in the community to convey the mission of Catholic Charities and the programs that support the mission.

Dimensions
Staff: Supervision (5-25), Direct Reports (3-7), Volunteers (0-15)
Agency-wide Committees: Executive Team, Leadership Team, Management Team, Safety Steering Committee

Executive Team Functions

1. *Agency Strategy:* Defines the organization's mission and direction including strategic and operational planning, ensuring alignment of all activities with Mission, Vision and Values.

2. *Agency Improvements:* Responsible for evaluating the effect of internal and external forces, adjusting messaging and strategies as needed.

3. *Cross-Department Collaboration:* Establish a culture of collaboration that includes transparent and proactive communication, team building, and trust.

4. *Budget Development and Management:* Develop and monitor agency budget, ensuring adherence to all assigned department budgets. Resolve variances, reestablishing and revising targets, as needed.

5. *Risk:* Assess risk and implement risk reduction strategies.

6. *Quality Improvement:* Maintain internal and external awareness of changes and trends to proactively plan and avoid adversely impacting the mission and operational sustainability.

7. *Operations*: Define and establish the scope of the desired outcomes of services and functions in the assigned impact areas of the organization.

8. *Innovation:* Discover and provide recommendations for innovative opportunities that reflect community and stakeholder changes within the range of services the agency provides.

9. *Compliance:* Ensures compliance with relevant ethical guidelines, laws, policies and procedures, and continually researches and implements best practices.

10. *Partnerships*: Develop and manage comprehensive outreach/working relationships with internal and external stakeholders.

11. *Outcomes:* Develop goals and strategies for achieving positive outcomes informed by data.

12. *Training:* Set the standards for training within the agency.

13. *Data:* Establish data benchmarks for organizational excellence. Design and implement systems and tools to support agency's goals.

14. *Staff Development*: Create and deploy the processes, systems, and tools to ensure all

employees are provided opportunities to learn and grow in their roles.

15. *Culture Development*: Shape and deploy the mission, vision and values so all employees understand the philosophy, aims and desired outcomes of the agency. Role model by behaving and creating actions and conditions consistent with mission, vision and values.

Essential Functions

1. Oversee day-to-day operations of assigned departments focusing on ways to streamline and improve agency-wide operations with a focus on internal customer service.

2. In coordination with the CEO, lead the internal annual action plan related to the organization's 5 year strategic plan. This includes quarterly updates to the Board of Director's Strategic Planning Committee.

3. Support an environment of openness, respect and trust with all staff members and an internal communication system to foster employee collaboration, satisfaction, well-being and community.

4. Manage the Human Resources Department, implementing of policy and procedures in the areas of hiring, compensation and benefits, compliance, and performance evaluation to assure that the processes reflect current professional best practices. Ensure that recruiting and staffing procedures are effective, consistent, streamlined, relevant to the market to meet the needs of the agency

5. Support the continued development and management of the agency Learning and Development Plan, Agency Training Plan and the agency wide training calendar with a focus on One-Agency and comprehensive skill training program in accordance with the needs of the agency and best practice standards.

6. Oversight of Quality Improvement through the work of the Director, fostering best practices for policy and procedures, grant compliance, and risk management. This includes reinforcing the Agency's commitment to PQI, Data Analysis, integration of programs and systems.

7. Oversight of Administrative Operations by leading the agency in partnership with operations management to provide efficient IT solutions, managing day-to-day IT needs, creating and fostering a safe environment for all employees and clients in all Catholic Charities' facilities, and ensure all facilities are maintained in an optimal, efficient and safe manner.

8. Assess ongoing organizational risk and make recommendations for best practices and resolution.

9. Requires flexible schedule including weekend and evening work as needed.

10. Perform other related duties as assigned.

Agency Culture

It is essential that all employees of Catholic Charities aspire to the following:
- *A commitment to the agency's mission, vision, and values.*
- *A commitment to excellence in everything we do.*
- *A commitment to performance and quality improvement.*
- *A commitment to outcomes and measured results.*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

1. Bachelor's degree human resources or business management or related field required; or equivalent combination of education and experience. A Master's degree preferred. A minimum of ten years' successful senior management experience required. Experience in these areas as a Chief Officer preferred.

2. Demonstrated knowledge and experience in organizational development, strategic planning and change management.

3. Demonstrated ability to lead collaboration within a leadership team to support the development of improved services and organizational excellence.

4. Recognition as an independent and strategic thinker with strong oral and written communication, organizational, decision-making, and problem-solving skills.

5. Demonstrated ability to develop, implement, and manage complex program budgets.

6. Ability to lead, organize, inspire people from all walks of life; understanding of people from different cultures and value systems; understanding of the needs of low-income members of the community.

7. Computer literacy required including experience with Microsoft 365 Suite.

8. Excellent organizational skills needed. Must be able to prioritize responsibilities properly and handle multiple tasks relating to concurrent development projects.   Ability to develop and implement strategic and operational plans.

9. Demonstrated ability to be responsive to deadlines, managing, and completing multiple projects simultaneously in fast-paced, demanding environment.   The ability to keep up to date with the issues the agency addresses.

10. Ability to work independently and collaborate effectively and work as part of a team. Cooperative, friendly, proactive, and helpful attitude with clients and co-workers of all ages and socio-economic backgrounds.

11. Excellent written and verbal communication; organization, fundraising, conflict resolution, problem-solving, analytical, and abstract reasoning skills.   Must be able to convey information and ideas clearly utilizing a high-level of initiative, judgement, and critical thinking skills.   Ability to manage confidential information.

12. Excellent interpersonal skills, cooperative, friendly, proactive, and helpful attitude with clients and co-workers. Ability to work closely with clients and other employees to ensure a positive and constructive environment within the program or department and throughout the agency.

13. Passion and enthusiasm for the mission of Catholic Charities to care for the most vulnerable members of our community to transform their lives through dignity, hope, and love.

14. Valid driver license and at least state required minimum of automobile insurance, clear DMV driving record and ability to provide own transportation. Must be willing and able to travel between agency sites.

15. Must pass DOJ background clearance (fingerprinting) in accordance with the Diocese of Santa Rosa's policies prior to start of employment.

Job Analysis/Job Description Physical Requirements
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel. The employee frequently is required to reach with hands and arms and talk or hear. The employee is often required to stand, walk, travel, and stoop or bend. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to sit or stand for extended periods while using a computer.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Frequent incoming telephone calls, scanners, and copiers as well as a wide range of clients or at times clients in distress contribute to a noise level of average to above average.

Equal opportunity employer

Catholic Charities of the Diocese of Santa Rosa is an Equal Opportunity Employer, seeking the best and brightest. Our organization does not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status, membership or activity in a local human rights commission, or status with regard to public assistance. We support, educate, create opportunities for, and ensure the wellbeing of our staff for the betterment of those most in need.

CCDSR participates in E-Verify, an Internet-based system that compares information entered by an employer from an employee's Form I-9, Employment Eligibility Verification, to records available to the U.S. Department of Homeland Security and the Social Security Administration to confirm employment eligibility.

For further information and application submittal please visit our careers page
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