



United Way of Connecticut
Helping You Thrive.

BEST PLACES TO WORK
IN CONNECTICUT



United Way of Connecticut Chief Operating Officer

What the Role Means to You

If you're an experienced leader who enjoys drawing upon your successful past to build out strong organizational structure, culture, and processes; managing multi-million-dollar contracts and finances to maximize mission-driven positive impact; developing and coaching people to bring out the best in what they can do and helping to make impactful decisions for the whole of the organization and the many people it serves, then this is the role for you. United Way of Connecticut is seeking a highly talented individual to fill the newly created position of Chief Operating Officer to work very closely with the President & Chief Executive Officer and highly capable senior leadership team to lead the organization in our ongoing efforts to make a meaningful difference in service to Connecticut.

The search for the UWCT Chief Operating Officer is being conducted by Vision Search Partners. **Please forward all inquiries and questions** to: Tom Iacono, 203-529-3336, tom.iacono@visionsearchpartners.com

The Organization at this Moment

Every hour of every day, people in Connecticut turn to us for help finding resources to meet their urgent needs, job training opportunities, child care services, food pantries, emergency shelter options, health and mental health resources and much more. At United Way of Connecticut, we help the people of Connecticut thrive through trusted partnerships and innovative solutions.

We continue to grow to meet this big, bold mission. United Way of Connecticut rallies our 350+ employees, nearly \$30 million annual budget and extensive public and private partnerships to provide Connecticut residents premier services, inform our state's decision-makers and advocate for communities where we all can thrive. United Way of Connecticut provides 211 services, to connect residents with basic human needs supports and urgent services like homeless shelter; 988/National Suicide Prevention Line services for those facing a mental health crisis and we support residents and child care providers alike through administration of the state of Connecticut child care subsidy Care 4 Kids. United Way of Connecticut is a recognized leader and driver of innovation in many areas of our work. We provide multiple additional and related services under our health and human services and child care service

divisions, including emergency/disaster response as a key partner in the State's Emergency Response Framework.

In the last few years, we've doubled the size of our team, and in 2023 we moved our organizational home to a new space built for our hybrid workforce. United Way of Connecticut aims to be a non-profit employer of choice in our state. We are honored to be selected as a Hartford Business Journal "Best Workplace" (2023).

There's exciting work to do. United Way of Connecticut seeks candidates for the newly created Chief Operating Officer position to lead agency-wide strategies to build a culture of leadership, belonging and innovation and to lead the finance, human resources and administrative support departments. Together with the senior leadership team, the COO will execute on our commitment to ensure that our organizational values of respect, teamwork, diversity and inclusion, innovation and integrity are front and center agency-wide in our everyday work. The COO will be a core leader in driving our continued growth as an organization as we build consistent and forward-leaning policies and procedures across our multiple operational divisions and teams to enhance the experience of our employees and to advance our important mission.

Summary of Position Responsibilities

The Chief Operating Officer will serve as a key member of the senior leadership team working under the direct supervision of the President & CEO to develop organization-wide strategy, working in close partnership with other members of the senior leadership team (Chief Information Officer, Senior Vice president of 211 Health and Human Services, Senior Vice President of Child Care Services, and Senior Vice President of Strategic Partnerships, Development and Communication). The position will directly oversee functional areas including finance, human resources and administrative support/facilities operations and security across the entire organization. The new COO can rely on current, experienced staff, whom the successful candidate will supervise directly: Finance Director (with 3 staff); a Human Resources Director (with 4 staff) and a Support Services Director (with 1.5 staff). A successful COO candidate must demonstrate an inclusive leadership style and a deep appreciation for human services work, recognizing and advancing the critical role of client-facing and operational professionals at the organization.

The COO will have a strong financial management skillset and track record. The successful candidate will be ready to lead the finances of our nine operational units, to manage multi-million-dollar state contracts that fund our important human services work. The ideal candidate will have considerable experience working with state agencies and detailed familiarity with state of Connecticut budgeting practices and procedures as well as financial reporting requirements and systems.

The successful candidate will be a visionary COO who will lead our human resources team, placing a high value on staff morale. The successful candidate will understand the business imperative to provide a superior experience to attract and retain the talent commensurate with our important mission. The COO will marshal organizational resources and work closely with

staff to drive our strategy to build on our Diversity, Equity and Inclusion efforts and strengthen our re-imagined Employee Engagement and Wellness efforts that create belonging and well-being among a hybrid workforce. United Way of Connecticut is especially committed to recruiting candidates from historically marginalized or underrepresented backgrounds and identities, as well as individuals who embrace the values and practices of diversity, equity, and inclusion in their leadership.

The COO will lead our office management and support services team, ensuring that our staff have safe and comfortable working conditions in their onsite offices and the right supplies and supports to do their best work, every day. The successful candidate will understand and support our strong and innovative Information technology (IT) team. IT is central to the work we do, and core to our strategy to provide critically needed services to the residents of Connecticut and to our funders. United Way of Connecticut is committed to the practice of leading through technology, and we are proud of our robust hybrid infrastructure and the innovative contributions to our work from our software development group and our business intelligence development staff.

The ideal candidate will have at least ten years of senior management experience with a demonstrated understanding of the operational challenges facing non-profit agencies. The COO will have superb written and oral presentation, negotiation and communication skills and a demonstrated ability to inspire confidence and lead staff with honesty and integrity through a period of continued transformation and growth. The successful candidate will demonstrate commitment to harnessing the power of new technologies and a commitment to innovation.

Work Schedule: United Way of Connecticut embraces a hybrid model: most staff are required to work onsite one day per week under normal circumstances. (Please note: one division of the business, United Way of Connecticut's 211 service, operates 24 hours per day, seven days per week.)

Essential Functions

Finance Department:

- Holds corporate officer position of Treasurer.
- Prepares and updates the annual \$30 million organization budget, short and long-term projections, calculation of cost allocations and contract budgets.
- Presents financial reports to the Board of Directors.
- Coordinates closely with other senior leaders on budgets for their divisions.
- Provides coordination and oversight of annual organization audit and issuance of financial statements.
- Conducts contract negotiations, provides oversight of contract administration and compliance, acts as the liaison for state contacts and assists in preparing business proposals.

- Establishes and monitors fiscal controls and supervises the team to ensure adherence to the highest standards of financial policy and practices.
- Provides oversight of the computerized accounting system.
- Provides data and analytics to monitor financial health and inform decision-making.
- Key Systems – experience with the following systems is a big plus MIP, UCOA, and Core-CT.

Human Resources Department

- Oversees the Human Resources department with the aim of attracting and retaining top-quality talent by providing an industry-leading employee experience and culture of support and belonging for all staff.
- Drives forward-leaning talent development and training to ensure quality services and help all staff realize their potential.
- Leads efforts to support and engage employees in connection with each other and the mission of United Way of Connecticut.
- Develops and implements employment policies and practices, including compensation and benefits, to support above aims and with a goal of ensuring consistent experience of staff across multiple divisions and teams.
- Ensures compliance with labor and benefits regulations; provides oversight of computerized HRIS system.
- Acts as organization Ethics Officer, responsible for policy development.
- Responsible for managing/monitoring HIPAA/confidentiality policies.

Support Services Department

- Oversees Support Services department, including facilities management and lease negotiations, to ensure safety and comfort of all staff.
- Acts as the custodian of all contracts, documents and records of the corporation, in compliance with applicable record keeping and retention laws.

Strategic Priorities and Organizational Leadership

- Serves as an integral member of the senior leadership team in determining the focus for United Way of Connecticut including strategic priorities, budget, new business development and organization operations.
- Provides support to staff and board to design, prioritize, implement and monitor progress on strategic priorities.

Additional Essential Functions

- Responsible for handling IRS matters.
- Serves as our liaison to legal counsel for all of the organization's legal issues.
- Responsible for risk management including compliance, insurance and risk mitigation.

- Leads procurement, monitoring and management of business insurance.
- Works with the CEO to provide staff support to the Board of Directors.
- Responsible for oversight of the Business Operations division quality assurance process.
- Responsible for agency Business Continuity and Emergency Operations plans.

Qualifications and Competencies

- Master's degree in business administration, accounting or a related field with a minimum of five years related experience preferred, or bachelor's degree in business administration, accounting or related field with minimum of ten years of related experience required.
- Minimum ten years of experience in supervising a comparable staff size and scope, including oversight of management level staff.
- A successful candidate will have experience working with an IT team and will be ready to partner with our CIO to manage the IT finances of the organization to meet our needs.

Contact Details

All resumes and questions should be addressed to:

Tom Iacono
Lead Partner, Vision Search Partners
203-529-3336
tom.iacono@visionsearchpartners.com