



Chief Administrative Officer Job Description

Job Title: Chief Administrative Officer	Reports To: CEO
Department: Executive	Starting Salary: \$90,000.00
Revision Date: May 6, 2022	Classification (FLSA): Full-time; Exempt

About Thrive

Vision: A culture in which opportunities for youth to pursue education, careers and well-being are not limited by teen pregnancy.

Mission: We are building a movement to improve sexual health outcomes for youth.

We do this by:

- Acting as the facilitator of the Collaboration with a common agenda focused on reducing Oklahoma County's teen birth rate by an additional 25% by 2025.
- Convening, supporting, and connecting our partner network of content and context experts to have the biggest impact.
- Engaging and mobilizing the community around our cause and the work of the Collaboration.
- Evaluating and sharing data for the purposes of strategic learning and the more effective collective impact.
- Advocating for youth to have access to resources, services and medically accurate information about sexual health.

Position Overview

The Thrive Chief Administrative Officer (CAO) role is to work closely with the Chief Executive Officer (CEO) to help develop and implement Thrive's strategic direction and to communicate and delegate staff functions related to that vision. The CAO oversees the administrative and operational functions of Thrive to ensure timely project execution, stewardship, and completion, and shall function as the CEO's strong second in the management of the organization. The CAO will supervise each of the departments within Thrive's internal structure: finance and administration; development and communications; programs; and data and strategic learning. The CAO will ensure effective infrastructure, policies and procedures, and resource management is in place and utilized efficiently to achieve the goals of Thrive and of the Central Oklahoma Teen Pregnancy Prevention Collaboration (the "Collaboration").

Equal Employment Opportunity

Thrive is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practice laws. Thrive strictly prohibits and does not tolerate discrimination against employees, volunteers, applicants, or any other covered person because of race, color, religion, creed, national origin or ancestry, sex (including gender, sexual orientation, gender identity/expression, and pregnancy), age, physical or mental disability, veteran status, genetic

information, citizenship, or any other characteristic protected under applicable federal, state, or local law.

Skillset

The CAO must be able to pragmatically empower and direct Thrive personnel, resources, and ingenuity to support the strategic direction of the CEO and Board of Directors. The CAO must also be able to problem-solve and deploy strategic and operational solutions for navigating through or around both realized and potential obstacles to Thrive's operational success. The CAO must be able to achieve a deep understanding of the complexities and nuances of collaboration, systems change, and relationship management. The CAO must be able to comprehend, communicate, and execute regulatory policies that responsibly support Thrive's personnel, departments and ongoing initiatives. A proficient combination of analytical, reasoning, and communication skills is essential to envision and establish policies that effectively promote Thrive's institutional culture and business operations, and mitigates risk for the organization and the Collaboration.

The CAO should have strong skills in:

- **Leadership:** A CAO must have excellent leadership skills, business acumen and the ability to effectively manage, lead and supervise a multidisciplinary team.
- **Strategy:** They must excel at strategic thinking, be open to new perspectives and better ways to do things; and be creative, visionary, and manage innovation well.
- **Project Management:** A CAO must have excellent project management skills, focusing on completing projects in a manner that meets or exceeds expectations, while balancing the fundamental importance of relationships and trust.
- **Finance:** The CAO must have a solid understanding of non-profit financials and budgeting.
- **Decision-making skills:** A successful CAO must have superior decision-making skills, while seeking continual input from CEO, board or committee members, staff, partners, and volunteers.
- **Delegation:** Must have the ability to delegate effectively, while ensuring the efficient flow of information at all levels of the organization.
- **Communication:** The CAO must possess executive-level communication and influencing skills with the ability to resolve issues, build consensus among groups of diverse internal and external stakeholders, and have proven skills in negotiating and mediating conflict.
- **Ethical:** As a key leader of the organization, the CAO must ensure that their actions and the decisions they make for the organization and staff reflect the highest legal, financial and ethical standards, and are aligned with the Collaboration's Guiding Principles.
- **Inspirational:** The CAO should inspire and motivate their direct reports as well as all other staff in the organization around Thrive's strategic direction, vision and mission. They will also play a key role in relationship-building and communicating in a motivational way to the Board of Directors, committees, donors, and partners in the Collaboration.

Essential Functions of the Job

The CAO will work closely with the CEO of Thrive to set comprehensive goals for performance and growth for Thrive. This position will oversee the daily operations of Thrive and its employees. As the person responsible for operational execution of the highest quality, the CAO will routinely review and create systems to monitor the processes and policies of the organization, as well as Thrive's culture, personnel and external relationships. The CAO will coordinate with Thrive Directors to ensure that all employees receive proper training and evaluation and are in full compliance with all internal and external policies and regulations at all times. The CAO will also be responsible for serving as the primary point of contact for all concerns or deviations from performance standards or plans and will devise and execute

corrective actions or alternative paths forward. Specific duties will include, but are not limited to, the following:

Operational Management (60%)

- Report directly to the CEO. Complement CEO's leadership and management style.
- Oversee the daily operations of Thrive and the work of Thrive personnel.
- Manage staff, coordinate activities, and ensure strategic cohesion and continuous communication between all Thrive departments including finance/administration, programs, data/strategic learning, and development/marketing.
- Provide key support to the CEO in visioning and strategic planning for Thrive (comprehensive plan, specific grant activities, etc.)
- Work with the CEO to set, implement and measure comprehensive goals for the organization.
- Design and implement institutional processes, plans and procedures that are in alignment with Thrive's mission and strategic direction.
- Ensure timely and appropriate communication regarding Thrive's activities to CEO, staff, and appropriate outside entities.
- Evaluate project and staff performance by analyzing and interpreting data and metrics and flexibly addressing operational precision.
- Work with the CEO to create, implement, document and maintain policies and procedures that align with and advance Thrive's culture, mission and vision.
- Analyze and interpret data and metrics to make informed decisions for the organization. Provide high-level reports to the CEO, Board of Directors, staff and partners as appropriate.
- Manage and maintain positive relationships with the Collaboration's leadership groups, partners and funders.
- Forge strategic partnerships and relationships that will benefit the Collaboration.
- Ensure project and organizational reporting requirements are met.
- Evaluate Thrive's financial and operational structures to plan for continual improvements and a continual increase in operating efficiencies.
- Manage and oversee all contracts with support from finance and administrative staff and legal counsel. Ensure all contracts are processed according to standard operating procedures.
- Employ pragmatic problem-solving that balances objective goals with institutional and staff welfare.

Department Oversight (20%)

- Empower Thrive personnel to effectively and efficiently carry out short-term and long-term programmatic objectives through active communication, responsible procedures, dedicated resource allocations, and strategic skillset management.
 - Ensure all programs, activities, evaluation and communications are implemented with public health best practices and an equity framework.
 - Ensure strong, collaborative relationships with Collaboration's leadership groups, partners and funders are maintained and healthy.
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- Supervise, provide administrative support, and ensure strategic cohesion between all departments at Thrive.

- Along with the CEO, responsible for strategic oversight of Thrive’s budget, delegating execution and monitoring to the Director of Finance and Administration.
- Builds capacity for staff and advocates for their needs.
- Oversee staff professional development and ensure staff have the tools and resources they need to be successful. Build staff capacity in content knowledge of systems change, sexual and reproductive health, and collective impact.

Human Resource Responsibilities (10%)

- Responsible for policy adherence, updates, and staffing issues, and communicating their status with Thrive’s CEO.
- Anticipate, acquire, allocate, and Coordinate all of Thrive’s workforce needs to fit the resource needs of the organization and to most effectively utilize staff’s collective and individual skill sets.
- Process and address staff complaints and needs according to standard operating procedures and organizational policies.
- Enforce HR policy and provide guidance for interpretation.
- Provide guidance to CEO for hiring, firing, promotions and organizational structure. Make recommendations to the CEO based on organizational and staff needs, best practices, policies, regulations and legal considerations.
- Align and navigate Thrive’s management initiatives and overarching goals with Thrive employee welfare.
- Lead planning, oversight and implementation of Thrive’s employee benefit programs.
- Secure and maintain compliance and accountability with Board-ratified policies addressed in Thrive’s Employee Handbook and/or discern or seek appropriate counsel regarding matters that are not directly specified in the Handbook.
- Serve as the primary point of contact and consultant for advising and decision-making regarding human-resource-related issues such as:
 - Complaints
 - Compensation
 - PTO
 - Staffing issues and needs
 - Equal employment opportunity
 - Recruitment, interviews, selection, and hiring/firing
 - Sexual harassment
- Keep CEO informed of status of all HR issues, challenges, and investigations.
- Conduct exit interviews and archival preservation of related documentation.
- Establish and oversee internal administrative committees designed to deal with staffing issues, mediate disputes, and direct disciplinary procedures.

Administrative Responsibilities (10%)

- Holds authorizing power when CEO is not available, in compliance with organizational bylaws and policies.

- Responsible for strategic oversight and monitoring of all Thrive budgets, as directed by the CEO, with implementation, monitoring and reporting delegated to the Director of Finance and Administration.
- Ensure the timely communication of compliance concerns to Thrive personnel and the CEO.
- Oversee assignment of projects and responsibilities to Thrive departments and assign staff resources and salary allocations across funding streams, in conjunction with the CEO.
- Ensure integrity and compliance with all policies, procedures and regulations; serve as the primary point of contact in the case of misconduct and follow through on related activities.
- Oversees regular (annual at minimum) risk assessments for the organization and its programs/grants.

Physical and Travel Requirements

- Less than 35%, primarily by car. Occasional out of state trips via airplane.
- Occasional travel is required during evenings and weekends.
- Willingness to meet personally with stakeholders.
- Occasional lifting up to 25 lbs., bending, and kneeling throughout the day
- Prolonged standing, sitting, and walking
- Valid Driver's License and Auto Insurance Coverage

Preferred Qualifications

- 5+ years' experience in a leadership position at a non-profit organization.
- Prior experience with project management.
- Prior experience and track record of increasing financial, HR and risk-management oversight responsibilities within non-profit organizations.
- Fundraising experience a plus.
- Federal grant management/administration/compliance experience a plus.

Please send a resume, cover letter and three references to info@thriveokc.org