



## Chief Operating Officer

### Job Announcement

#### **ABOUT MAMA'S KITCHEN:**

With historical roots in the LGBTQ+ HIV/AIDS epidemic, since 1990 Mama's Kitchen has provided nutritious food to women, men, and children at risk of hunger and malnutrition due to critical and chronic illnesses. Throughout this time, we have worked toward our vision of a community where all individuals are respected, and those with critical illnesses are no longer vulnerable to malnutrition.

Mama's Kitchen advances its mission by providing free medically tailored home-delivered meals, pantry services, nutrition education, and other life-supporting interventions that help our clients stay healthy, preserve their dignity, and keep their families together. Our work is made possible through the generosity of hundreds of volunteers and contributions from individuals, businesses, and government agencies.

Mama's Kitchen operates with an annual budget of approximately \$4M, a staff of 40, and an engaged 23-member Board of Directors. Find out more about us at <https://www.mamaskitchen.org>

#### **POSITION DESCRIPTION:**

Occupying a newly defined position, the Chief Operating Officer (COO) is a mission-focused problem-solver with a background in public health, nutrition or human services. This leader is fluent in the complexities of program design, systems integration, evaluation, and continuous improvement as mechanisms for achieving client-driven outcomes across multiple programs. The COO has the ability to conceptualize, negotiate, and oversee the successful implementation of contracts with Medicare, Medi-Cal, other government entities, and private health plans. An experienced senior-staff leader and facilitator, the COO understands how the work of various units impact each other and drive positive results. With a leadership approach that is both collaborative and empowering, the COO has a track record of nurturing relationships and working effectively with diverse individuals and stakeholders ranging from corporate leaders to community volunteers. The COO is a strategic thought-partner to the CEO and an integral member of the leadership team who embraces the core values of the organization – dignity, respect, reliability, integrity, diversity, and team work.

Among this executive's many duties, the COO is responsible for:

#### **Operations Management:**

- Supporting and working in partnership with the CEO to facilitate big-picture decision-making and bring clarity to complex situations principally through strategic, financial, and operational metrics
- Acting as a leader to the senior team who manage volunteer engagement, nutrition services, strategic initiatives, and food services by offering guidance, support, tools, and strategic advice to troubleshoot and advance efforts throughout and across the organization
- Overseeing, directing, providing guidance to, and monitoring all programs to ensure services are being provided in

- a fiscally-responsible manner that is consistent with the core values and mission
- Establishing and overseeing new systems for managing, streamlining, collecting, processing, and sharing data across multiple platforms that will lead to greater inter-organizational effectiveness
- Working collaboratively, joyfully, and respectfully with the Board, staff, and volunteers.

### **Contract Negotiation and Program Management:**

- Working alongside senior staff, ensuring that data and input from multiple internal and external stakeholders are used to identify and conceptualize programmatic needs and evaluate programmatic impacts
- Managing positive collaborative relationships with external partners, in particular Medicare, Medi-Cal, other government entities and various health plans, that result in productive contract negotiations and innovative efforts
- Overseeing the evaluation of all programs including the effective reporting on their outcomes, contract compliance, etc.
- Overseeing and supporting the continuous improvement efforts of all Mama's Kitchen programs to ensure optimal outcomes for clients
- Serving as an ambassador for the work of Mama's Kitchen.

### **Other duties as required**

### **QUALIFICATIONS:**

- Senior management experience, ideally within a health-related or human service organization
- Strong command of program design and evaluation methods
- Adept at identifying and implementing systems, processes, and platforms such as client management software, that have been used to integrate and streamline efforts across an organization
- Excellent oral and written communication skills
- Keen analytic, organization, and problem-solving skills which support and enable sound decision making
- Excellent communication and relationship building skills with an ability to prioritize, negotiate and work with a variety of internal and external stakeholders
- Ability to interface diplomatically with a diverse group of staff, volunteers, donors and clients
- A sincere commitment to the mission of Mama's Kitchen
- Lean Six-Sigma or other training for systems and processes preferred
- Four-year degree required in a related field; graduate degree preferred.

**Salary range:** \$120,000 - \$130,000 Generous benefits.

**Posting Expiration Date: December 3, 2021 at 5:00 pm PDT**

**How to Apply:** Please submit a resume and cover letter via email by to [Search@patlibby.com](mailto:Search@patlibby.com)

Submissions without a cover letter will not be accepted.

*Mama's Kitchen is an equal opportunity employer committed to inclusive hiring and dedicated to diversity and inclusion in its work and staff.*