



Chief Operating Officer

Help lead one of Colorado's most-loved nonprofit organizations and be part of a team that is key to delivering lifesaving nutrition to thousands of neighbors in need across our state.

Project Angel Heart is looking for a skilled Chief Operating Officer who can lead our program operations team as they produce, package, and deliver over 600,000 medically tailored meals each year to more than 4,000 clients. If you are a detail-oriented executive who leads with empathy and compassion – this is your opportunity.

About Project Angel Heart:

Project Angel Heart delivers nutritious meals to improve quality of life, at no cost, for those coping with serious illness. The organization will deliver an estimated 620,000 meals in FY22 to more than 4,000 people throughout Colorado.

Position Overview:

The Chief Operating Officer oversees all programmatic aspects of Project Angel Heart's work including client referral and retention; meal production, packaging, and distribution; nutrition services; and volunteer workforce.

Amount of Time & Status: Full-time, on-site, exempt position with occasional evenings and weekends

Reports to: President & CEO

Supervises: Executive Chef, Director of Client Services, Director of Community Engagement, Delivery & Distribution Manager, and Nutrition Services Manager

Work from home flexibilities become available after the first 90 days of employment.

Compensation:

Project Angel Heart offers a competitive salary of \$100,000 to \$120,000 (based on experience) in addition to comprehensive health insurance options from both Aetna and Kaiser Permanente (vision and dental as well), short and long-term disability insurance. We offer a generous paid time off program, parental leave, and a sabbatical program, in addition to wellness and meal benefits. A matching retirement fund is available after one year of employment.

Duties/Responsibilities include:

- Serves as a member of the Executive team, as both a future-oriented thought partner and strategic thinker to help guide overall direction of the organization
- Ensures the proper and efficient management of meal design, production, packing and distribution of medically tailored meals
- Responsible for planning and executing sensible and achievable scaling towards long term client & meal goals and reporting monthly against those goals.

- Oversees the organization's stewardship of client care, nutrition services and volunteer workforce
- Directs organization's quality management activities, scaling and growth planning
- Certifies and maintains the organization's compliance with federal, state and city mandates related to program operations and serves as the organization's regulatory and HIPAA compliance officer
- Reads/approves agency contracts containing compliance and regulatory items; oversees claims to and compliance with health care partners and contracts
- Leads the evaluation (whether internal or through a third party) of the organization's effectiveness and impact, and reports on these measures against the strategic plan
- Spearheads and oversees research projects and partnerships, to include effective departmental implementation and comprehensive program evaluation
- Communicates within teams and across departments to ensure proper coordination of all program operations
- Cultivates and maintains relationships with partners who are pertinent to strategic program directions/initiatives
- Other duties as assigned

Preferred qualifications:

- Passion for Project Angel Heart's mission and clients
- Bachelor's degree required; master's degree in a health or policy related field preferred
- Five to ten years of increasing responsibility in human services management, program implementation or evaluation and outcome measurement
- High proficiency and comfort with data management and reporting systems including but not limited to Microsoft Office products and CRM database systems
- Proven track record of successful change management, navigating year-over-year growth in high-paced environments, accounting for both internal and external factors
- Excellent written and verbal communication skills combined with a high level of emotional intelligence and listening skills suited to matrixed management systems
- Strong supervisory experience and interpersonal skills regarding judgment, discretion, confidentiality, patience, reliability, accuracy and expedience
- Experience working in a health care setting or nutrition related field preferred
- Ability to initiate and prioritize projects and weigh client needs, capacity limits, and organizational direction to make measured decisions
- Demonstrated track record of leading through other leaders and retaining high performing staff
- Willingness and ability to maintain confidential information
- Willingness and ability to work effectively with diverse populations including people of all races/ethnicities, religions, sexual orientations and gender identities, among others
- Valid Colorado Driver's License and own transportation required

Working Environment/Physical Activities:

Work environment is an office setting as well as minor time spent in an industrial kitchen and distribution area. Physical activities include: sitting at a desk and working on a keyboard and computer; conducting business over the telephone and via email; and using a fax and copy machine. Position may require driving a vehicle on occasion, moving agency materials up to 45 pounds, moving materials of up to 45 pounds in and out of a vehicle, and regular interaction with staff and volunteers

Application Procedure:

Please submit resume and cover letter via email only to: jobs@projectangelheart.org. Please, no phone calls. Project Angel Heart values diversity and inclusivity and is thus always looking to diversify our staff with an eye toward race and ethnicity, sexual orientation, gender, and age, among other areas. Candidates who bring such diversity are encouraged to apply. Target start date: Immediately

Note: Effective 9/20/2021, Project Angel Heart requires all staff to be vaccinated against COVID19. Applicants will be asked to provide proof of vaccination.