



United Against Human Trafficking

Chief Operating Officer

United Against Human Trafficking (UAHT) has been engaged in the fight against human trafficking since 2005. UAHT has been growing steadily and is now seeking to accelerate growth. In the next phase of our growth, UAHT is seeking a dynamic leader with experience in building and managing operational infrastructure. We are looking for a mission-focused, seasoned, strategic, and process-minded leader with experience scaling an organization, leading a large team, and developing a performance culture among a group of diverse, talented individuals. The COO must be a leader who is able to help others at UAHT deliver measurable, cost-effective results that make the vision a reality. It is essential that the COO bring efficient and effective systems to increase the productivity of the organization.

Responsibilities:

Reporting to the CEO, the COO will lead internal operations and will have the following responsibilities:

Leadership & Management:

- Serve as the internal leader of the organization
- Cultivate the values of UAHT within the organization
- Works closely with department leaders to improve performance outcomes by strengthening integration and collaboration in service delivery
- Lead the performance management process that measures and evaluates progress towards goals for the organization
- Maintain a continuous line of communication, keeping the CEO informed of all critical issues
- Provide strong day-to-day leadership presence for all staff
- Support an open-door policy among all staff
- Lead, coach, develop, and retain UAHT's employees
- Responsible for the fiscal management of agency operations
- Works closely with the finance team to meet the fiscal goals of the organization
- Participate in the execution of the annual budget process

Programs, Facilities, Human Resources, and Technology

- Ensure ongoing programmatic excellence, rigorous program evaluation, and consistent quality of programs, operations, and administration
- Leads and develops a program team across multiple locations and over various functions
- Elevate current programs and services and increase key impact measurements
- Ensure that all programmatic partnerships are functioning successfully

- Regularly evaluate program components to measure successes that can be effectively communicated to the board, funders, and partners
- Oversee operations of all facilities: negotiating leases, insurance, maintenance, property management, vehicles, vendors, contracts
- Ensure all properties meet overall safety and compliance standards
- Oversee and upgrade the overall strategy, purpose, and vision of the Human Resources department: benefits, payroll, 403b, recruitment, training and development, culture, performance management, and succession planning
- Instill an employee professional development and “coaching” culture within UAHT
- Analyze the current technology infrastructure and scope out the next level of information technology and agency systems that support the growth of specific programs and the organization overall

Capacity Building:

- Work in partnership with the CEO and senior leadership team to push forward the strategic plan and implement new processes and approaches to achieve it
- Ensures effective systems to track scaling progress
- Recommend timelines and resources needed to achieve the strategic goals
- Continues to move the agency forward, while building operational infrastructure to support the mission and strategic vision

Qualifications:

The successful candidate must believe in the core values of United Against Human Trafficking and be driven by the mission. The candidate should demonstrate a passion for leading change. We are seeking a candidate that has proven experience in scaling an organization and a demonstrated ability to both lead and build infrastructure

Additional requirements:

- Results-proven track record of exceeding goals and a bottom-line orientation; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; high level of business acumen including successful financial management; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, and creative resourcefulness
- Strategic Vision and Agility—ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan
- Capacity Building—ability to effectively build organization and staff capacity, developing a top-notch workforce and the processes that ensure the organization runs smoothly
- Leadership and Organization—exceptional capacity for managing and leading people; a team builder who has experience in scaling organizations; ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower leaders and learn the strengths and weaknesses of the team to put people in a position to succeed
- Action Oriented—enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary
- General Management—thorough understanding of programs, operations, and human resources; broad experience with the full range of agency functions and systems, including strategic planning, budgeting, finance, information systems, and development

- Solid educational background—Bachelor’s degree required; Master’s degree highly preferred
- At least 5-7 years of senior management experience at a non-profit; track record of effectively leading and scaling a performance and outcomes based organization and staff; ability to point to specific examples of having operationalized strategies that have taken an organization to the next stage of growth
- Strong quantitative, presentation, and crisis intervention skills
- Significant experience with high-risk, low-income, and vulnerable populations
- Unwavering commitment to quality programs and data-driven program evaluation
- Excellence in organizational management with the ability to coach staff, manage, and develop high-performance teams, and achieve strategic objectives, and manage a budget
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills
- Ability to work effectively in collaboration with diverse groups of people
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed

United Against Human Trafficking (UAHT), is an organization whose mission is to end human trafficking through educating the community, preventing exploitation, and empowering survivors. We fight so that all may live free.

UAHT is an equal opportunity employer and provides several benefits to qualified employees. Normal business hours are Monday through Friday from 9:00 AM– 5:00 PM, however this is a full-time position requiring flexible hours including evenings and weekends.

To apply for this position, please submit a cover letter, resume, and salary requirements to Human Resources at hr@uaht.org. The application deadline will be open until filled. To learn more about the organization, visit www.uaht.org