



Vice President of Operations Job Description

Founded in Colorado in 2005, There With Care's mission is to provide a wide range of meaningful and fundamental services to families and children during the critical phase of a medical crisis. We serve families referred by medical agencies, by building a network of services and volunteers to help ease the burden of life's day-to-day obligations with compassion and care. Partnering with individuals and local businesses, There With Care acts as a conduit between people with the desire to help and those that are in need of help, uniting the community through the service of volunteers.

The Role

As a senior staff member and critical partner on the leadership team, the role of the Vice President of Operations encompasses two main elements:

- Responsible for finance, HR, systems, facilities and operations teams, ensuring our operational procedures and policies are sustainable, fiscally sound, and in alignment with the organization's mission and values.
- Driving the launch of new national locations, working closely with the leadership team to successfully implement and manage There With Care's model outside of Colorado, including the successful launch to Middle Tennessee in 2021.

A Typical Day Might Include

- Brainstorming with the pantry operations team on a new process to account for and distribute in-kind product.
- Reviewing monthly financials and prepare forecast.
- Leading a meeting with the systems team to determine impacts and timeline around implementing a new email communications management system.
- Reviewing a law change with our HR provider and determine any impact to the organization and employment policies.
- Participating in a meeting with the leadership team on the status of a new location launch, determining project status and next steps.
- Gathering current data and determining trends to provide strategic financial and operational guidance in the preparation of the budget for the next year.
- Reviewing and managing the audit & tax schedules, ensuring the deliverables are accurate and on schedule.
- Drafting or editing a policy or procedure after receiving pertinent data or information indicating a needed change or action.
- Running and reviewing reports from Salesforce or Quickbooks to prepare for, or support the Executive Director with reports for, an upcoming meeting.
- Researching current practices around non-profit employee compensation and benefits in preparation for budgeting.

Qualities that will make you successful in this role

- *You want to be part of something bigger.* Our mission inspires you. The idea of helping families and bringing care to the community through skills motivates you. You consider the organizational values in every decision you make and every conversation in which you participate.
- *You are a collaborator.* You thrive in building and being part of teams that collaborate and push one another to think in new ways, respectfully considering all viewpoints while helping to drive consensus and hold one another accountable to plans and organization values. You welcome input and ideas, and want to be a part of blending different thoughts to better the organization.
- *You are a masterful manager and mentor.* You see the value of individuals and work to support them in their successes. You value training and support to ensure team members have the knowledge and tools to do their job and meet expectations. You have the gift to empower others and to offer constructive feedback in positive ways that helps others learn without feeling judgement. Through your skills and experience, you are eager to generously share and nurture team members to grow, and overall, for the betterment of the organization.
- *Details matter.* You have a sincere desire to understand the details of every aspect of the organization and are not afraid to ask for clarity when needed. Your written and verbal presentations are thoughtful, accurate and articulate. You have impeccable attention to detail and put care into all you do.
- *Financial acumen.* You easily absorb the organization's financials and use that knowledge to manage expenses, develop forecasts and prepare timely reports. With the leadership team, you create annual budgets and develop plans for sustainable growth. You are conscientious with the funds entrusted to the organization and foster an environment of fiscal responsibility. You know your way around accounting systems and strive to stay up to date with evolving practices and standards.
- *System thinking.* You are intrigued by new or enhanced technologies and consider how they can improve our productivity and scalability. You are comfortable talking about systems and understand the process of system implementation within an organization. You take this same thinking to consider efficiencies in all processes and procedures.
- *You like data.* You think strategically about data and effectively analyze and present data to show trends and impacts across the organization.
- *New things do not intimidate you.* You intuitively balance innovation and risk. You are interested in creating something, yet you are pragmatic and always mitigate potential risk to the brand and organization's long-term sustainability.
- *Solution thinking comes easily to you.* You are an instinctual problem solver with the ability to focus on sustainable solutions for a wide range of problems. You are creative, inclusive and flexible and also know when you do not have the answers. You recognize the value of divergent points of view and are committed to listening and learning from others.



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Qualifications

This unique position touches all areas of the organization and requires a diverse set of skills and experience similar to those found in a start-up organization. Candidates need to be innovative, flexible, collaborative, proactive and accountable to ensure all areas of the organization are supported to efficiently deliver time-sensitive and essential support to families during a medical crisis.

Compensation and Benefits

- Full-time (40 hours per week)
- Vacation, Sick Leave and Paid Holidays
- 401(k) plan

How to Apply

Please submit your resume and along with the answers to the following questions to:

careers@therewithcare.org

1. What draws you to There With Care's mission? How would you connect further to that through this role?
2. Are there any qualities in particular that you possess that you think make you a good fit for this role?
3. Describe the values of an organization you have worked with previously. How did (or didn't) these values resonate with you?
4. Share a brief example of a problem you've encountered that you had to solve where you didn't know the solution and it was out of the area of your expertise.

You may submit your answers in writing (no longer than two pages) with a presentation or a personal video. We're excited to learn more about you.

This position requires a Criminal Background Check. We reserve the right to make employment contingent upon successful completion of a Criminal Background Check.

There With Care is an Equal Opportunity Employer.