Chief Operating Officer

The Women's Center helps women, men, and children overcome violence, crisis, and poverty. We're seeking a **Chief Operating Officer (COO)** to lead programs that carry out that mission: Rape Crisis and Victim Services, General Counseling, and Employment Solutions.

This is a full-time, salaried position reporting to the President and CEO. The COO will work with program leadership to improve access to services, strengthen program performance, and build partnerships that help us reach more people. The COO will also lead earned revenue efforts that support The Women's Center's mission.

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

- Lead and coach program leadership (3 direct reports). Work with them to set goals, develop staffing plans and budgets, and prepare future program leaders.
- Turn agency priorities into operating plans. Review service demand, quality, outcomes, staffing, and financial performance regularly, and work with program leaders to resolve barriers to access and delivery.
- Uphold trauma-informed practices and standards for client choice, confidentiality, accessibility, safety, and professional practice.
- Lead mission-aligned earned revenue efforts and assess new opportunities based on community need, financial viability, and program capacity.
- Partner with the CFO, Grants Administration, and Quality Assurance on program budgets, reporting, grant and contract requirements, and follow-through on corrective actions.
- Build relationships with healthcare systems, schools, employers, public agencies, and community partners. Partner with the CEO on program capacity, risks, and growth opportunities, and support Board committees as requested.

REQUIREMENTS

- Bachelor's degree in social work, nonprofit management, business administration, public administration, or a related field.
- Eight+ years of progressive responsibility for programs, operations, budgets, strategic initiatives, and organizational growth.

- Experience leading human services programs or organizations and supporting leaders with specialized expertise.
- Demonstrated ability to lead across departments, analyze financial and program information, make decisions, and build relationships with staff, Board members, and external partners.
- Knowledge of nonprofit governance, compliance, and risk management, with a commitment to ethical leadership and client confidentiality.

PREFERRED EXPERIENCE

- Master's degree in a relevant field.
- Experience developing earned revenue, service contracts, partnerships, or new service offerings is strongly preferred.
- Experience in trauma-informed services, victim services, behavioral health, workforce development, or related fields.
- Experience overseeing clinical services or working alongside licensed clinical leaders. Clinical licensure is welcome and preferred.

Schedule and Travel

Typical hours are Monday through Friday, 8 a.m. to 5 p.m. Some evenings, weekends, and travel within North Texas are required. Occasional travel outside North Texas may be required.

How to Apply

Email your resume, cover letter, and salary requirements to brios@wctc.org.

NO PHONE CALLS PLEASE

The Women's Center is committed to maintaining an environment which is free of discrimination, harassment, or retaliation on the basis of race, color, religion, sex, age, disability, or any other status protected by federal, state, or local laws. Accordingly, all Center employees are responsible for complying with this non-discrimination policy in the conduct of their jobs.