

Job Description

Position: Deputy Director

Reports to: Executive Director

Location: Cleveland, Ohio

Full Time: 9am to 5pm (some weekends)



Job Summary: The Northeast Ohio Coalition for the Homeless (NEOCH) is a nonprofit grassroots organization with a mission to eliminate the root causes of homelessness while loving our diverse community through organizing, advocacy, education, and street outreach. We are seeking an individual who supports our mission to end homelessness and has experience in managing personal, operations and programmatic duties for nonprofit and grassroots efforts. The Deputy Director will work strategically and intentionally in a growing organization to maintain our ability to focus on our mission, vision, and values.

The Deputy Director will work closely with the Executive Director and leadership staff to meet organizational needs as it continues to experience growth and expands the agency's impact in the community. They will be responsible for managing internal operations, human resources, and development while also project managing assigned tasks. This position requires someone who is dedicated to social justice and has excellent technical writing skills, is highly detail-oriented, and can work effectively both individually and with a team. Further, this person will manage programmatic staff in a variety of programs.

Responsibilities:

General Management and Administration:

- Communicate organizational goals and operational plans to all levels of the organization.
- Work with the Executive Director on strategic planning, coordination, and financial management of the organization's programs and projects.
- Supervise staff as it relates to the operations, trainings, and events.
- Manage financial operations, including monitoring grants and invoicing contracts.
- Enhance and build accountability structures for all policies and procedures in the organization.
- Manage the organization in the absence of the Executive Director

Development and Finance:

- Manage online donor database, including recordkeeping and regular correspondence to acknowledge of all incoming donations, and develop reports on fundraising revenue as needed.
- Work with the Executive Director to track fundraising performance to ensure alignment and success with organizational and grant budgets.
- Work with the Executive Director to manage NEOCH grant portfolio to meet organization fundraising goals, including grant writing, coordinating with appropriate program staff, and preparing grant reports when needed.
- Work with the Executive Director to research new grant opportunities to support NEOCH's mission and conduct regular inquiries to cultivate new support to the organization.
- Implement, ensure compliance with, and document accounting policies and procedures and internal control systems.
- Collaborate with the Executive Director and Board of Directors to cultivate donors through fundraising events and other forms of engagement.
- Assist and train directors to support successful oversight of grant and program financials.
- Provide information to the Board's Executive Committee on financial operations and assist the Treasurer in presenting monthly and year-end reports to the Board.

Human Resources:

- Oversee and supervise human resources personnel policies and procedures, including maintain employee personnel files, oversee payroll and compensation processes, benefits.
- Train appropriate staff on HR and onboarding practices and oversee the onboarding and release of employees.
- Review, improve and maintain operational systems internal to the organization.
- Work with Executive Director and senior management to identify opportunities to improve and build our commitment to racial equity and inclusion.
- Identify staff professional development opportunities individually and as an organization towards undoing oppression with a particular focus on undoing racism, ableism, heterosexism.
- Review and revise all procedures, systems, and policies on an ongoing basis.
- Ensure that all human resource-related matters are handled appropriately and in compliance with applicable local, state, and federal regulations and laws.
- Maintain Personnel Handbook.
- Develop and maintain job postings and descriptions and implement recruitment and retention strategies in line with REI best practices.

Qualifications:

- Demonstrated success leading and managing the operations of a nonprofit organization.
- Minimum of 5+ years of direct work experience in nonprofit administration.
- Experience working with the grassroots community and/or the homeless community.
- Knowledge of trauma-informed care, respect of self-determination, and liberation praxis.
- Strong attention to detail, time management, prioritization, and organizational skills
- Excellent copywriting skills, data management and project management skills.
- Experience as a strategic thought partner with the ability to engage in creative thinking and to execute to operationalize strategies and new initiatives.
- Accuracy and efficiency using Microsoft Office (Word, Excel) and Google Drive, CRMs, Canva and/or graphic design tools.
- Ability to understand peoples, hold conflict and seek restorative justice practices within a work environment.
- Advanced knowledge of and high comfort level with generating reports, budgets and data entry, list management, and mail merging
- Ability to function well under pressure in a fast-paced environment, and work with a small team.
- Forward-looking thinker who actively seeks opportunities and proposes solution.

Compensation: Salary \$63,000 (exempt)

Benefits: Health, dental, vision and disability/life insurance available, 10 vacation and 10 PTO days, paid federal holiday

NEOCH seeks to dismantle systems and forms of oppression- racism, sexism, heterosexism, transphobia, classism - and we embrace cultural diversity. We are an equal opportunity employer.

Please send a cover letter and resume to Jobs@neoch.org by January 31st.