



where great stories begin™

Reach Out and Read
Chief Operating Officer (COO)

About Reach Out and Read

Our Mission: To give young children a foundation for success by incorporating books into pediatric care and encouraging families to read aloud together.

Doctors, nurse practitioners, and other medical professionals incorporate Reach Out and Read's evidence-based model into regular pediatric checkups, advising parents about the importance of reading aloud and giving developmentally appropriate books to children. The intervention begins at birth and continues through age 5, with a special emphasis on children growing up in low-income communities. Reach Out and Read families read together more often, and their children enter kindergarten with larger vocabularies, stronger language skills, and a greater affinity towards books and reading.

The Reach Out and Read National Center is located in Boston, with a network of 30 state and regional affiliates, a third of which are integrated into the national organization.

The Impact

- Reach Out and Read program sites are located in more than 6,000 hospitals and health centers in all 50 states, and Washington, D.C.
- Reach Out and Read serves more than 4.5 million children and their families annually.
- More than 6.7 million new, developmentally appropriate books are given to children annually.
- More than 30,000 medical providers currently participate in Reach Out and Read.
- Fifteen independent studies demonstrate that Reach Out and Read parents are four times more likely to read regularly to their children and, as a result, children's language development is enhanced.

To learn more about Reach Out and Read, visit www.reachoutandread.org.

The Opportunity

Reporting to the CEO and serving as an integral member of the Executive Leadership Team, the COO will be responsible for Reach Out and Read's financial management, information technology, and human resources strategies and will contribute to the organization's strategic goals, specifically supporting the growth and development of Regional Offices. The COO will be

charged with improving, developing, and implementing systems, policies, and procedures within the finance, IT, HR and general operational realms to deliver measurable, cost-efficient results in support of Reach Out and Read's mission. This is an outstanding opportunity for an executive with strong operational experience and a proven track record of creative problem-solving and change management to join a high-growth, mission-driven organization.

The COO is accountable for the administrative and financial operations of the organization, including the development of the financial strategy, metrics tied to that strategy, and the ongoing development and monitoring of control systems designed to preserve organizational assets and integrity and report accurate financial results. In addition to the CEO, the COO will work closely and in collaboration with the Chief Development Officer and the Chief of Network Strategy and Evaluation, as well as with Regional Executive Directors and other managers. This position requires someone who is "hands on" and flexible in the duties and responsibilities that best fit the changing needs of a growing organization. The COO must also possess the ability to make and support recommendations and decisions that are in the best interest of the organization as a whole.

The ideal candidate will be a bridge-builder and have high-level executive leadership capacity; excellent communication, interpersonal, and project management skills; a creative and flexible approach to problem-solving, a strong business mind, unquestionable integrity, and a strong belief in Reach out and Read's mission.

Duties and Responsibilities:

Strategy and Leadership:

- Oversee, direct, and organize the work of the finance, IT and HR staff and consultants
- Advise the CEO on all finance (e.g., financial planning, budgeting, cash flow, investment priorities, and policy matters), information technology, and human resource matters and potential risks
- Serve as the executive liaison to the Board of Directors finance and audit committees; effectively communicate and present critical financial matters at select Board of Directors and committee meetings
- Contribute to the development of Reach Out and Read's strategic goals and objectives as well as the overall management of the organization
- Support our regional offices and teams, coordinating the work of the National Center to ensure appropriate deployment of services and resources to help them be successful
- Assess, develop, and maintain organizational controls, policies and procedures to ensure effective governance and manage risk, setting clear and consistent expectations throughout the organization
- Maintain continuous lines of communication with internal stakeholders
- Oversee systems updates and enhancements
- Focus on addressing both short-term and long-term challenges and strategic opportunities
- Promote and model a culture that is customer-service oriented

Financial Operations and Controls:

- Oversee the issuance of financial information, including the supervision of accounting staff and consultants, who lead all day-to-day finance operations and have functional responsibility over accounting, accounts payable, accounts receivable, payroll, and grants administration
- Ensure that all financial activities are appropriate relative to the annual budget and conducted within generally accepted non-profit accounting principles and IRS regulations
- Maximize resources available to the organization through sound financial management
- Upgrade and implement an appropriate system of policies, internal controls, accounting standards, and procedures
- Plan, coordinate, and execute the annual budget process for the organization, including both National Center and our Regional Offices
- Provide analytical support to Reach Out and Read's executive team, including internal management reporting capabilities

Human Resources and Team Development:

- Collaborate with managers to support mentoring and staff development using a goals-based and collaborative approach: assign accountabilities; set objectives; establish priorities; and monitor and evaluate results
- Lead organization's efforts to ensure that competitive compensation and high-quality, cost effective benefits are within our suite of resources to ensure we attract and retain top talent
- Oversee organizational recruitment efforts and employee on-boarding, annual performance reviews, process for monitoring staff performance and development goals, and administer salary adjustments
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality
- Oversee HR consultants, serving as primary liaison with organization's partner employment organization (Insperity)

Information Technology:

- Lead Information Technology and Systems strategy and oversee implementation. Ensure IT and IS alignment with organizational goals and priorities.
- Ensure interdepartmental processes and systems are aligned and supported by technology platforms (e.g., finance/development reconciliation; children's book procurement, etc.)
- Proactively recommend cost strategies, upgrades, and new systems to meet Reach Out and Read's evolving needs

Qualifications

- A passion for the mission of Reach Out and Read and a belief that our program can change the trajectory of children's lives
- Minimum 10 years' experience in a senior management role, ideally gained in a high-growth, multi-site or affiliate-networked non-profit organization, with solid financial acumen, and a strong understanding of fund development, technology, and HR practices and systems
- Proven track record of success facilitating progressive organizational change and development within a growing organization
- Excellent judgment, bridge-building, and creative problem-solving skills, including negotiation, conflict resolution skills, and a focus on "getting to yes"
- Strong and calm presence, someone who can provide the team with a clear sense of direction, especially in times of change
- Experience and comfort with making quick and sound decisions based on consideration of the (sometimes incomplete) data and alternatives available
- Strong mentoring, coaching experience to a team with diverse levels of expertise
- Superior management skills; ability to influence and engage direct and indirect reports and peers, and streamline processes by building organizational consensus
- Self-reliant, entrepreneurial, results-oriented, self-motivated with a strong sense of ownership and accountability
- Energetic, flexible, collaborative, and proactive; a team leader who can positively and productively impact both strategic and tactical finance and administration initiatives.
- Belief in the power of diversity
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, Reach Out and Read's Board of Directors, and staff
- Bachelor's degree required, a master's in business administration or other advanced degree is preferred

Compensation and Benefits

Salary is competitive and commensurate with experience.

To apply

Email resume and cover letter to jobs@reachoutandread.org, using the subject line "COO position application". No phone calls please.