



ECHO Job Description

Job Title:	Vice President of Operations & Organizational Culture
Department:	Finance & Organizational Culture
Date Created/Revised:	July 5, 2023
Starting Salary	\$110,000-\$125,000
Position Type & FLSA	Full Time, Exempt

Job Summary:

The Vice President of Operations & Organizational Culture (VPO) is responsible for shaping and maintaining a cohesive, positive, culturally affirming work environment at ECHO. The VPO will serve as a critical member of the leadership team as ECHO moves forward with its work in Austin/Travis County toward ending homelessness. The VP of Operations and Organizational Culture focuses on reinforcing ECHO's standards and practices as a values-driven organization, ensuring the efficient and responsible operational functioning of the agency, while promoting the well-being of agency staff. Along with the Executive Director, Finance Director, and Board of Directors, the VPO will hold financial responsibility for ECHO, including the annual budgeting process, exceptional spending decisions that fall outside of the budget, and long-term financial visioning. The VPO collaborates extensively with the Executive Director, VP of Strategy (VPS), and VP of Programs (VPP), as well as with external vendors, and occasionally with the ECHO Board of Directors, to ensure successful pursuit of the agency's mission and vision.

**Reporting Structure:**

The VPO has three direct reports that manage the following program areas: Human Resources, Internal Operations & Special Projects, and Finance. The position reports to the Executive Director.

Essential Job Functions:

- Develops and implements a strong organizational culture which involves defining the desired culture, values, and behaviors of ECHO, in alignment with the Strategic Plan. The VPO is responsible for designing agency-wide strategies—in particular, Policies and Procedures—that fully embrace ECHO’s values and expectations.
- Regularly evaluate the organizational culture through surveys, interviews, or other means to identify strengths, weaknesses, and areas for improvement.
- Create and promote long-term cultural initiatives through designing and implementing programs, activities, and initiatives that foster a positive and inclusive culture, such as employee recognition programs, diversity and inclusion initiatives, supporting Employee Resource Groups, and/or team-building activities.
- Ensure the development and delivery of training programs to enhance employee professional development and understanding of the organizational culture, values, and expected behaviors. This may include workshops on communication, teamwork, management best practices, or leadership skills.



- Support organizational change actions by aligning cultural values with strategic initiatives, helping employees adapt to change, and developing strategies to address challenges that arise during the change process.
- Serve as a role model and champion of the organizational culture, consistently demonstrating the desired values and behaviors and encouraging others to do the same.
- Work closely with ECHO's leaders, managers, and HR to integrate cultural considerations into talent management, recruitment, performance management, and other HR processes. With the HR Director, define and communicate ECHO's definition of leadership, and support managers in promoting/valuing hiring and internal advancement toward culture add rather than culture fit.
- Lead the incorporation of race equity and cultural competence into all facets of ECHO's work. Ensure equitable expectations are set agency-wide that work to undo oppressive systems and stereotypes.
- Ensure the development and/or utilizations of metrics and methods to track and evaluate the impact of cultural initiatives and using data to make informed decisions and continuously improve the organizational culture.
- Manage the planning, procurement, and maintenance of the ECHO's supply chain, including inventory and logistics, to ensure efficient delivery of services.



- Assess and mitigate operational risks by implementing appropriate controls, compliance measures, and business continuity plans in partnership with the Project Management Team. Ensure that agency Directors and Managers understand how to assess and escalate risks, and that they are kept informed of, understand, and can deploy plans that ensure organizational safety and continuity of services.
- Develop and implement org-wide standardized practices for project creation and implementation with support from the Project Management Team.
- In conjunction with the Project Management Team, prioritize which projects and programs will receive PM support and plan resource allocation accordingly.
- Participate or lead in review and evaluation of all ECHO Requests for Proposal (RFPs).
- Collaborate with internal and external stakeholders, such as vendors, and partners, to ensure effective communication, relationship management, and alignment of operational activities.
- Successfully support and manage the Finance team. Ensure efficient and exceptionally responsible management of ECHO's finances. This includes developing and implementing financial plans, managing the ECHO's operating and/or capital expenditure budgets, and communicating with the Executive Team and other agency leaders about their roles and responsibilities regarding budget.



- In coordination with the Executive Director, Director of Finance, and ECHO Board of Directors, ensure that ECHO's annual budgeting process is conducted timely, efficiently, and clearly, toward a fiscally sound future for the agency.
- In coordination with the Director of Finance, assess for, escalate, and/or address financial risks and opportunities with time-sensitivity and an exceptional level of clarity.
- Ensure compliance with relevant laws, regulations, and industry standards applicable to the organization's operations and finances.
- Ability to hold and perform the multiple functions of the VPO role with competence, humility, and in strong collaboration with the Executive Director and VPO direct reports, and, as needed, with the ECHO Board of Directors.
- Understand, stay up to date on, and model advanced leadership skills:
 - Provide and openly receive direct feedback. Assist others in developing this skill set with compassion, understanding, and nuance.
 - Develop and lead the coaching & professional development experience of ECHO staff, in close coordination with the Director of Human Resources.
 - Ensure timely hiring and onboarding of Operations staff. Collaborate extensively with Human Resources and the ED, including escalating any concerns about pressing or anticipated gaps in staffing, strategizing regarding retention and



employee engagement, and attending to overall employee well-being and needs within the Programs team.

- o Ensure consistent and mutually accountable performance management via prompt and self-aware follow-up in instances of inadequate or incomplete performance, as defined in job descriptions, agency policy and procedure, and program standards. Provide clear, actionable, and situation-based feedback to direct reports.
- o Maintain strong knowledge of agency policies and procedures, especially as related to hiring, interviewing, anti-discrimination, etc. Lead the continual development of agency policies and procedures that reflect culturally competent and equity advancing best practices in the field of nonprofit management. Ensure that employees are knowledgeable about their rights, are welcome to assert them, and are kept aware of changes to policy and procedure in a timely manner.

- Other duties as assigned.

Required Qualifications & Experience:

- Minimum 10 years of combined education, work experience in the nonprofit sector, and/or lived experience of homelessness.
- Minimum 5 years direct experience leading a team of people.



- Competency and ability to support a nonprofit finance department, including fundraising and budgeting, with demonstrated success managing multi-million-dollar budgets in the nonprofit sector, or related, transferable experience.
- Advanced understanding of nonprofit management. This includes knowledge of, and demonstrated success leading, across multiple areas of nonprofit management, such as: programs, facilities, agency culture and human resources.
- Strong track record of relationship building and risk assessment/management.
- Advanced understanding of Racial Equity and Gender Equity principles and how they apply to systems in place to serve extremely low-income households.

Preferred Qualifications & Experience:

- Proven track record of successfully managing complex projects, ideally with experience in a leadership role. Strong knowledge of project management methodologies, tools, and techniques.
- Experience leading or managing financial planning and forecasting, growing infrastructure needs, the mid spectrum of human resources, and oversight of legal, contracts, and compliance.
- Demonstrated ability to work independently, lead and inspire teams, set clear goals, and drive results. Willingness to learn new things, strive for ongoing individual and team



improvement, and enhance psychological safety within the Operations & Organizational Culture team and the throughout ECHO more broadly. Strong interpersonal, communication, delegation, and problem-solving skills.

- Ability to align project objectives with organizational strategy and translate high-level goals into actionable plans. Experience in developing and executing implementation strategies, and managing multiple priorities effectively, along with the demonstrated ability to make sound decisions under pressure.
- Strong understanding of homelessness in Texas (Central Texas/Austin Metro Service Area), including and especially the impact of the intersectional community issues. Awareness of how systems of supremacy and systemic oppression impact those that are unhoused and contribute to homelessness.
- Ability to use data to drive decision-making is preferred.
- Strategic thinker and collaborative leader who exemplifies ECHO's values and holds integrity as a primary orientation to the community.
- Proven leadership experience in setting strategic priorities and operational direction that advance equity and nurture organizational health; ability to look across systems, policies, and structures to analyze gaps, anticipate capacity needs, identify



misalignment, and develop a structured plan for adaptive change in partnership with key leaders.

- Humility, curiosity, self-reflection, and a sense of humor which foster teamwork, positive work culture, purpose, and perspective.

Work Environment:

This job operates in office settings and is currently hybrid. Employees are required to use their personal cell phone for business purposes. This position does require commuting throughout Austin/Travis County for various stakeholder meetings, when applicable.

Proficiency in using Microsoft suite, including Outlook, Word, Excel, and PowerPoint, and the ability to adapt and commit to using other software or technology is needed.

Physical Demands:

Physical demands include the use of standard office equipment, including computer, copy machine, phone, etc. The ability to communicate clearly and appropriately with co-workers and community partners.

Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodation may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so



would cause undue hardship on ECHO operations. Contact human resources (HR) with any questions or requests for accommodation.

Position Type and Expected Hours of Works

This is an exempt full-time position working 40 hours a week; typical work days are Monday through Friday. Agency meetings occur on business days between the hours of 8:00 AM and 5:00 PM (Central Standard Time). Occasional evening and weekend work may be required as job duties demand. A high degree of flexibility can be anticipated by ECHO staff when conducting most independent and/or administrative work. Some travel is expected for this position both locally and to national conferences.

Compensation and Benefits:

ECHO offers competitive wages and a generous benefits packet with employer contributions for full time employees including medical, dental, 401K, HRA, PTO, 8 paid holidays, 4 paid work/life wellness days and opportunities for educational and professional development.

Diversity, Equity, Inclusion & Belonging Statement:

The Ending Community Homelessness Coalition (ECHO) values diversity, equity, and inclusion in every aspect of our work, including our internal operations and external activities to support our mission. We are committed to cultivating a culture of respect for the dignity and value of each individual and family accessing the Homelessness Response System. These values are essential to our mission focused on leading and aligning a coalition to administer an effective



Homelessness Response System, centered in racial equity, informed by the needs and expertise of people experiencing homelessness, and accountable to systemically marginalized communities. We welcome all. ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

To Apply:

Interested candidates please submit a resume and cover letter to:

- Tonya Thomas, HR Director: tonyathomas@austinecho.org
- Matt Mollica, Executive Director: matthewmollica@austinecho.org

Position will remain open until filled.

Acknowledgement:

Employee Signature

Date

HR Director Signature

Date