

## Chief of Staff Fellowship

The Chief of Staff Fellow will be the agency's first Chief of Staff, helping to create a recognized strength in the agency's leadership and leveraging the work of the last Encore Fellow role, which focused on organizational culture.

This position is a six-month fellowship (may be extended up to one year) that exists to strengthen **operations** in support of the agency's mission, to foster a learning-oriented culture using **data** to drive results, and to ensure that staff align around the agency's vision through **strategic plan implementation** efforts. The Chief of Staff ensures that the CEO is informed of and consulted on relevant agency strategic and urgent priorities, with a finger on the pulse of internal strengths, weaknesses, opportunities, and threats as they pertain to accomplishing its mission.

**The position is full-time and salary is commensurate with experience.**

## Role Summary

The Chief of Staff Fellow will:

- Organize and align strategic priorities with members of the Leadership Team (all Executive and Director-level staff), making sure the right people are talking about the right things at the right time.
- Strengthen the operational and technical backbone of the agency's strategic plan implementation efforts.
- Ensure that those we serve using our whole-family approach stay at the center of all our planning and decision making.
- Help to shape internal leadership communications so that staff are informed and inspired around their work, purpose, the agency mission, and the Community Action Movement.
- Have a deep understanding – and ability to articulate – the role equity, inclusion, and diversity plays in our work.

## Responsibilities

### Direct Support of the CEO

- Strategically manage CEO's time internally against priorities and new initiatives.
- Ensure the CEO's involvement in project or decision-making processes takes place at key times, where relevant input and authority are most needed.
- Ensure that all CEO internal and external communications are effective at fostering a culture of transparency, feedback, and clear decision-making.
- Ensure that staff and community are part of the work for racial and economic equity through agency and public town hall meetings.

- Support CEO's leadership on community issues, bringing together important stakeholders (including community as relevant) to help drive informed decisions focused on impact.

### **Leadership Team Coordination & Communications**

- Coordinate Leadership Team agendas and align members for weekly discussions as well as board meetings with a focus on priorities, compliance, and forward momentum.
- Coordinate input from Staff Council and create communications that clearly share process around leadership team decision-making.
- Help to set and implement against strategic priorities; identify areas where the Leadership Team should direct focus and reinforce metrics for success.
- Prepare for and follow up on meetings to ensure deliverables from Leadership Team members are met on time and with standards of excellence.

### **Finance, Operations & Project Management**

- Ensure program directors and VP have consistent and relevant information from Finance, working directly with the CFO to implement processes and reports for increased clarity on budget vs. actuals, expense tracking against grants/reimbursement contracts, and oversight of staff expenses.
- Evaluate and oversee operations—including IT and HR—to improve efficiencies and effectiveness.
- Oversee large, often cross-functional, agency-wide projects and initiatives aligned with CAM 2.0 objectives and priorities; e.g., pay equity work, Community Services Block Grant Organizational Standards.

### **Strategic Plan Implementation, Data, and Evaluation**

- Lead implementation efforts focused on CAM 2.0 (FY21) goals and priorities.
- Help determine key performance indicators for CEO and board reporting.
- Strengthen ROMA (continuous improvement) efforts.
- Leverage existing and emerging systems for establishment of agency dashboards within a balanced scorecard approach.

### **Hiring and Management**

- Manage hiring process for leadership roles reporting to the CEO; help screen candidates.
- Support leadership development and effectiveness of the Director of Learning and Evaluation, Director of Human Resources, and IT Manager.



*To apply, send resume and cover letter to:* Chandra Alexandre, CEO  
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