



JOB TITLE: Chief of Staff

DEPARTMENT: Administration

SUMMARY: Acts as a strategic advisor to the CEO and leadership team.

REPORTS TO: The Chief of Staff reports directly to the CEO.

STATUS: Full-time, exempt

PAY RANGE: \$60,000 annually

Who we are:

Now in our 120th year of service to the Charlotte community, Crittenton is a non-profit organization that promotes health, healing, and empowerment through education and comprehensive physical and mental health supports. Our focus is on maternal health and support for girls in foster care in North Carolina. We provide our programs and services in a residential setting for pregnant adolescents and adults, teen mothers and their babies who are in the foster care system, and young women who are transitioning out of the foster care system. We're nationally accredited and guided by a trauma-informed model of care to make our clients feel safe, supported, and empowered. Our five core values that drive our service delivery are: Compassion, Hope, Accountability, Inclusion, and Respect.



Working here:

Crittenton employees, along with our community partners and volunteers, play an integral part in our success. As a Crittenton employee, you will help to create positive outcomes and better tomorrows, guiding clients toward a better path and helping them stay on it.

The Chief of Staff will work with agency leadership and the Board of Directors to help set the direction of our strategic planning efforts. The ideal candidate will have experience and advanced skills in decision-making, leadership, relationship-building, finance, and critical thinking.

**Specific Duties and Responsibilities:**

- Acts as a strategic advisor to the CEO and leadership team regarding facilitating effective decision-making on complex, at large scenarios that will have a major effect or significant change on the organization.
- Uses knowledge of Social Work principles and practices to have a high impact on the implementation of strategic initiatives that carry out overarching organizational objectives.
- Represents CEO in meetings, by email, and phone calls with internal and external stakeholders.
- Acts as the liaison between CEO and other executives, clients, and stakeholders to ensure consistent communication and ensuring involvement or decision-making at the proper time.
- Participates in regular leadership and board meetings to evaluate organizational barriers to success and develops courses of action to overcome such issues.
- Provides administrative support for the CEO including managing the CEO's calendar, prioritizing their time and schedule, drafting letters, emails, reports, and other correspondence on their behalf.
- Supports CEO in meetings by taking notes and assuming responsibility for completion of action items, ensuring timely and effective completion of projects and initiatives of the CEO.
- Participates with the CEO and leadership team in strategic planning, policy development, and decision-making.
- Researches and recommends new and revised policies and strategies.
- Creates and maintains systems and processes to streamline operations.
- Responsible for managing a full range of financial activity in the organization, including standard banking, billing, reporting, and accounting matters.
- Supervises the front office staff and provides front office coverage as needed.
- Manages agency's computer, telephone, postage, copy and fax equipment; orders and stocks all office supplies, business cards, agency stationery and business checks, maintaining a well-stocked and orderly supply and copy area.
- Attends and records minutes for all board committee meetings and cross-organizational team meetings.
- Maintains accurate confidential files and data records.
- Drives agency vehicles to conduct business for the agency.

Essential Skills:

- Ability to exercise independent judgment and exercise discretion regarding confidential matters
- Time management
- Organizational skills
- Critical thinking
- Problem-solving
- Relationship-building
- Detail-oriented
- Patience
- Flexibility
- Positive outlook

Education & Experience:

- Master's Degree required; Master of Social Work with high level of experience with the administrative duties of social work preferred
- 3+ years in a business or executive management role
- Track record of organizing and directing multiple teams and departments
- Expert-level experience with Microsoft Suite, including Sharepoint and Pivot Tables

**Benefits:**

Crittenton offers a competitive benefits package, including:

- Medical, Dental & Vision Insurance
- Company-paid Life & Accidental Death Insurance
- Company-paid Long Term Disability Insurance
- Flexible Spending & Dependent Care Account options
- 401(k)
- Paid Time Off
- Paid holidays
- Paid COVID sick leave
- Employee Assistance Program
- Supplementary Voluntary Benefits
- Complementary meals during working hours

How to apply:

Please send a cover letter, resume, and three professional references to alee@crittentonofnc.org . Your cover letter should include details of how your experience aligns with the responsibilities for this position, and a statement of why Crittenton is of interest to you.

Crittenton is dedicated to diversity in our staff and our work. An Equal Opportunity Employer, we are committed to inclusivity in our hiring practices and we encourage members of all groups and communities to apply for this position. We do not discriminate on the basis of race, color, religion, national origin, gender, gender identity, sexual orientation, age, disability, veteran status, or genetic information. It is our intention that all qualified applicants are given equal opportunity and that selection decisions are based on job-related factors.

