

## Chief Operations Officer – Job Posting

YouthZone serves more than 1,500 youth and families each year across Colorado’s Western Slope through a continuum of evidence-informed, trauma-responsive services. Our work spans youth assessment and screening, individual and family counseling, parental guidance and support, restorative justice, court-involved programming, educational workshops, and coordinated community interventions. Founded in 1976, YouthZone has grown into a stable, systems-driven organization with clearly defined roles, strong internal structure, and a deep commitment to family-first, youth-centered care.

Over the past several years, YouthZone has intentionally strengthened its clinical infrastructure. We are a Medicaid and Behavioral Health Administration (BHA)-qualified provider, with established clinical policies, documentation standards, supervision structures, and cross-program coordination. Our clinical team works within clear frameworks while maintaining flexibility and responsiveness to the complex realities facing youth and families. This role is well-supported by experienced leadership, operational systems, and an organization that values clarity, collaboration, and professional integrity.

We are seeking an experienced Chief Operations Officer who is both deeply committed to this work and confident in their administrative experience. The ideal candidate brings experience managing organizational systems, cross-functional teams, and the operational infrastructure of a mission-driven nonprofit. Strong judgment in financial oversight, compliance, HR, and program administration is essential—as is comfort holding multiple functional areas simultaneously without losing track of the details. This is a role for a generalist leader who values clear systems, ethical stewardship of public and grant dollars, and steady behind-the-scenes leadership that lets direct service staff do their best work—in an organization that is past the start-up phase and focused on building infrastructure for long-term impact.

YouthZone offers a reasonable and sustainable **four-day hybrid work week**, with one day per week eligible for remote work, reflecting our belief that strong clinical work is supported by balance, trust, and clear expectations.

### Essential Functions, Responsibilities and Abilities of the Chief Operations Officer at YouthZone

- Establish and maintain key relationships to ensure oversight
  - Back up to the roles of ED
  - Evaluate direct service staff and administrative assistant
  - Attend monthly leadership meetings
  - Support with quarterly evals and performance of staff members
  - Hold weekly meetings with team members
- Maintain engagement with direct service team
  - Understand the core nature of YZ’s work and best practices in client care.
- Develop systems and oversee all operations
  - Develop systems, protocols and procedures for operations in collaboration with leadership
  - Provide input in development of operations budget
  - Oversee technology, facilities, maintenance, annual contracts and service agreements
  - Oversee IT consultants for server and document management/storage
  - Develop and oversee tenants and rental agreements
  - Oversee operations of all main and satellite offices
  - Lead approver/signer on all service agreements for operations, facilities and maintenance
  - Volunteer coordination for operational projects
  - Oversee insurance policies (workman's comp, liability, etc.)

- o Manage support contractors (legal, finance, IT, HR)
- o Manage risk and liability within programs: ie: background checks, screening practices and procedures to ensure safety of all youth and volunteers
- o Maintain and update all policies and procedures
- Develop protocols and systems for HR
  - o Oversee time off policies and implementation
  - o Update and revise employee handbook protocols for staff
  - o Develop and update job descriptions
  - o Oversees recruitment, hiring, onboarding and offboarding
  - o Quarterly goals, monthly check ins and evaluation of direct reports
  - o Develop, train and maintain protocols for HR
  - o Oversee service contracts (renewals and RFP's)
  - o Payroll, unemployment, 401K, FAMILI, reimbursements
  - o Oversee benefits, employee insurance, PTO, stipends and overtime
  - o Manage life insurance, dental, vision, workman's comp
  - o Manage system for HR documents and document signing
  - o Oversee leave approvals
  - o Develop and oversee HIPAA protocols and systems
  - o Oversee evaluation process
  - o Oversee human resource files
  - o Update and revise as needed employee manual

**Knowledge, Skills & Abilities**

- Passion for our vision and mission
- Highly developed interpersonal and communication skills
- Experience in designing and leading learning objectives for adults
- Persistence and assertiveness in advocating for youth
- Ability to type for purposes of crafting reports and correspondence, and for data entry
- Ability to adapt and learn new technical systems for grant & data reporting
- Willingness to share in office maintenance and upkeep, as directed
- Commitment to the success of the organization and its programs
- Reliability, friendliness, and conscientiousness
- Self-starter with the ability to work independently
- Ability to quickly grasp issues and formulate approaches to problem resolution
- Detail-oriented with strong organization skills
- Ability to adhere to deadlines
- Strong work ethic
- Willingness to occasionally show up to events or opportunities beyond the scope of the normal work week

**Qualifications & Competencies**

- *Required:* Bachelor's degree from an accredited, four-year institution, or an equivalent combination of training, education and relevant experience.
  - o *Highly desirable:* Major or substantial coursework in social work, juvenile justice, team development, program development and leadership
- *Required:* 2 or more years of experience working in program oversight and leadership positions
- *Preferred:* High proficiency with MS Office programs: Outlook, Word, Excel, and PowerPoint.
- *Preferred:* Proficiency with office technology and equipment, including fax machines, printers, copiers, scanners, and computers.
- *Preferred:* Knowledge of trauma informed care
- *Highly desirable:* Bilingual in Spanish and English; Strong verbal and written communications skills in English, and ability to understand and to make oneself understood in Spanish.

**Physical Demands & Working Environment**

- Working conditions are generally indoors in environmentally controlled conditions. Travel will be required.
- Sitting- up to 70%
- Walking- up to 10%
- Standing- up to 15%
- Reaching- up to 5%
- Lifting and/or bending- up to 5%
- Able to lift 20 pounds

**Employment Classification & Wage Range**

- Full-time Salary non-exempt. \$81,946-\$177,191 DOE

**Benefits of Working at YouthZone**

- YouthZone is a great place to work!
- We offer a healthy, supportive work culture; three hours of weekly exercise time; employee retirement plan; health insurance/wellness stipend; All-in-One mental health sessions; life insurance a positive working environment, and; the opportunity to be part of a wonderful team consisting of committed and passionate professional optimists.
- We also employ a hybrid work policy that allows for 1/3 remote work, 1/3 flex space work (we work in three counties and do our best to reduce barriers for our clients by meeting them in their communities), and 1/3 office.

**How to Apply:**

- If you're interested in applying, please submit a resume and cover letter to [careers@youthzone.com](mailto:careers@youthzone.com)

YouthZone is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. YouthZone is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at YouthZone are based on organizational needs, job requirements and individual qualifications, without regard to race, color, gender, sexual orientation, gender identity, national origin, veteran status, disability, religion or belief, family or parental status, or any other status protected by Federal and State law. YouthZone does not tolerate discrimination or harassment based on any of these characteristics.