

**POSITION:**

Chief Operating Officer

ORGANIZATION:

The Ladies of Hope Ministries (The LOHM)

ABOUT THE ORGANIZATION:

The Ladies of Hope Ministries (The LOHM) is a national non-profit organization whose mission is to empower individuals impacted by incarceration, the criminal legal system, domestic violence, and human trafficking to build sustainable lives, restore dignity, and reclaim their futures. Through supportive housing, reentry services, economic opportunities, educational programs, and strong advocacy, The LOHM amplifies the voices of those who have faced trauma, violence, and systemic injustice.

Our vision: EPIC: Ending Poverty and InCarceration Globally.

You can learn more here: <https://thelohm.org>

ABOUT THE POSITION:

The Chief Operating Officer (COO) will lead the development and execution of The LOHM's organization-wide programs and operations. Reporting to the Chief Executive Officer and working closely with the Chief Financial Officer, board of directors, and other members of the leadership team, the COO will help translate strategy into action, strengthen internal systems, and build the operational foundation needed to grow and sustain the organization's impact.

Responsibilities include, but are not limited to:

Operational Strategy & Implementation

- Collaborate with the Chief Executive Officer in setting and driving organizational vision, operational strategy, and hiring needs.
- Translate strategy into actionable goals for performance and growth, helping implement organization-wide goal setting, performance management, and annual operating planning.
- Adhere to organizational, federal, state, and local requirements, enforcing compliance and taking corrective action when necessary.

People & Team Operations

- Oversee day-to-day operations and employee productivity, building a highly inclusive culture that ensures team members thrive and organizational outcomes are met.
- Ensure effective recruiting, onboarding, professional development, performance management, and staff retention.
- Develop a revised, updated organizational chart reflecting the organization's needs and growth trajectory.

- Create an actionable, feasible hiring plan against staffing gaps and hire staff to meet identified needs.
- Create job descriptions with annual goals for each program staff position.

External & Stakeholder Relationships

- Maintain and build trusted relationships with key partners, funders, clients, and stakeholders.
- Support relationships with funders, community partners, vendors and consultants
- Participate in board or committee meetings
- Communicate organizational priorities and operational progress to key stakeholders

Program Operations & Integration

- Develop program and agency operational practices, policies, and procedures.
- Develop a comprehensive understanding of the organization's programs, function, and strategic priorities
- Assess the capacity needs of each program and function.
- Create necessary program policies, procedures, and workflow processes for each program under management.
- Develop performance metrics for each program and business function, including a monthly reporting approach and output.

Organizational Systems & Infrastructure

- Leading the implementation of new systems and processes that enable LOHM to scale, focusing on efficiency, effectiveness, and community engagement

Budget & Resource Management

- Develop a realistic, updated 12-month budget for each program under management.
- Identify opportunities to increase efficiency and organizational sustainability
- Execute other duties and responsibilities as directed by the Chief Executive Officer.

CANDIDATE REQUIREMENTS:

The ideal candidate will possess the following qualifications:

- At least 7-10 years of experience working in the nonprofit sector.
- At least 3 years of experience in a senior-level role.
- Excellent supervisory and people-management skills.
- Experience executing and implementing new program initiatives.
- Experience with program management, including planning methods, program coordination, and budget preparation and monitoring.

- Strong interpersonal skills, with the ability to work effectively across local government, corporations, and community-based organizations.
- Critical thinking and analytical skills for developing and implementing sustainability initiatives.
- Experience working with justice-impacted populations.
- Deep, demonstrated commitment to social justice.
- Strong written and verbal communication, administrative, and organizational skills.
- Excellent time-management skills, with the ability to balance multiple priorities and high-volume tasks in a timely manner.
- Ability to work independently, managing projects from conception to completion.
- Proficiency in Microsoft Office (Outlook, Word, PowerPoint) and Adobe Acrobat.
- Familiarity with web-based meeting and collaboration platforms (e.g., Zoom).

LOCATION:

The Ladies of Hope Ministries operates programming in New York City, NY, Prince George's County, MD, New Orleans, LA and Miami, FL with plans for expansion. This position is structured as either hybrid, based on location, with of 2-3 days in person or remote.

COMPENSATION AND BENEFITS:

This position will start part time with a proposed salary range of \$60k potentially increasing to full time January, 2027 with salary range of \$110k – 130k Benefits include medical, dental, vision (80% employer paid), short term disability, paid time off and holidays.

QUALIFIED INDIVIDUALS, PLEASE APPLY:

Submit a detailed cover letter describing your interest and qualifications and a current resume with a cover letter and 3 professional references to hr@thelohm.org. Please add **Chief Operating Officer** in the subject line.

The Ladies of Hope Ministries (The LOHM) provides equal employment opportunities for all applicants and employees. Formerly incarcerated, minority, bi-cultural, and LGBTQ are encouraged to apply. All qualified applicants will be considered for employment without unlawful discrimination based on race, color, creed, religion, national origin, citizenship, age, sex, disability, sexual orientation, gender identity, gender expression, military status, marital status, familial status, pregnancy, arrest or conviction record, unemployment status or any other characteristic protected by applicable law.