



Job Description

Title: Chief Operating Officer

FLSA Status: (Exempt)

BRIEF DESCRIPTION:

The Chief Operating Officer (COO) serves as the key operational leader and co-spiritual leader of the Agency Executive Leadership Team, overseeing day-to-day operations, implementing strategic initiatives, and ensuring operational excellence across Agency departments. This role is critical in supporting Apostolic Christian LifePoints' ("Agency") mission and enhancing the quality of services we provide.

CORE EXPECTATIONS:

- Promote and embody the Apostolic Christian LifePoints Mission, Vision, and Values in every aspect of leadership.
- Extend and translate the mission, vision and values of the Apostolic Christian Church of America into the culture of the Agency.
- Lead with integrity, compassion, and vision in advancing the mission.
- Monitor and own organizational compliance with all applicable state, federal, and accrediting body regulations.
- Support the CEO in implementing strategic initiatives and promoting a faith-based culture in alignment with the mission, vision, values and doctrine of the Apostolic Christian Church of America.
- Cultivate positive relationships with residents, families, staff, donors, regulators, churches, and the broader community.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single employee in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

Code Descriptions				
(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Lead and manage day-to day operations across residential, clinical, facilities, and administrative departments
2	S	Translate organizational goals into actionable plans and ensure alignment across departments with LifePoints' mission and strategic priorities.
3	S	Ensure all programs and operations meet applicable federal, state, and local regulations, including ID/DD service standards and healthcare requirements
4	S	Supervise department leaders, promote a culture of accountability and growth, mission alignment and ensure staff are equipped to deliver high-quality care
5	S	Collaborate with the CEO and CFO to manage budgets, monitor financial performance, and ensure responsible stewardship of resources
6	S	Establish and maintain operational policies that support consistency, safety, and quality across all service areas.
7	S	Track key performance indicators, analyze data, and implement improvements to enhance service delivery and organizational effectiveness
8	S	Identify operational risks, implement mitigation strategies, and promote continuous quality improvement across all programs.
9	S	Oversee the implementation and optimization of systems that support operations, data management, and service coordination.
10	S	Cultivate and represent positive relationships between the Agency and church/community through general interactions, formal partnerships and external engagements

OTHER JOB RESPONSIBILITIES

#	Code	
1	S	<ul style="list-style-type: none"> Demonstrate care for and responsiveness to the needs of staff, residents and families.
2	S	<ul style="list-style-type: none"> Respect and protect resident rights, reporting any potential or actual violations appropriately
3	S	<ul style="list-style-type: none"> Maintain a positive, team-oriented attitude throughout each workday
4	S	<ul style="list-style-type: none"> Communicate clearly and respectfully with residents, families, and coworkers
5	S	<ul style="list-style-type: none"> Demonstrate reliability and integrity in daily work habits
6	S	<ul style="list-style-type: none"> Respond to staffing needs and attend required meetings and trainings
7	S	<ul style="list-style-type: none"> Practice safe work habits and report incidents promptly
8	S	<ul style="list-style-type: none"> Maintain confidentiality of resident information and documentation

JOB REQUIREMENTS:

Description of Minimum Job Requirements	
Education	<ul style="list-style-type: none"> • Bachelor’s degree in human services, healthcare administration, business, nursing, or related field required with experience in senior leadership role; or Master’s Degree in related area (preferred)
Age	<ul style="list-style-type: none"> • Must be at least 21 years old.
Experience	<ul style="list-style-type: none"> • Minimum of five (5) years in advancing leadership roles with increasing scope of responsibility and staff supervision within human services, healthcare, or nonprofit sectors. • At least two years in an administrative supervisory role. • Expected to uphold and reflect the faith, doctrine, and values of the Apostolic Christian Church of America, contributing to the spiritual integrity and vitality of Apostolic Christian LifePoints.
Supervision	<ul style="list-style-type: none"> • Reports to the CEO. • Member of the Executive Leadership Team (CEO, CFO, CPO, Administrators) • Supervises Administrator – Timber Ridge • Supervises Administrator – Group Homes • Supervises OT-PT Director • Supervises Director Behavioral Supports • Supervises Speech & Language Pathologist • Others as assigned and directed.
Human Collaboration Skills	<ul style="list-style-type: none"> • Must possess visionary leadership, diplomacy, team development, and faith-based servant leadership attributes.
Freedom to Act	<ul style="list-style-type: none"> • High-level decision-making authority in all operational, financial, and strategic areas.
Tools and Technology	<ul style="list-style-type: none"> • Proficient in executive-level communication tools, project management platforms, and reporting systems. • Proficiency in Microsoft Office; advanced Excel skills
Technical Skills	<ul style="list-style-type: none"> • Knowledge of ID/DD (Intellectual Disability/Developmental Disability) services operations, applicable regulatory frameworks, financial oversight, and non-profit governance.
Budget Responsibility	<ul style="list-style-type: none"> • Significant responsibility for annual operating budget and financial plan development.
Reading	<ul style="list-style-type: none"> • Reviews legal documents, strategic plans, reports, and policy updates.
Math	<ul style="list-style-type: none"> • Strong financial acumen, budget forecasting, and reporting analytics required.
Writing	<ul style="list-style-type: none"> • Demonstrated ability to write clearly and effectively in English, tailoring tone and style to suit diverse audiences.
Certifications and Other Requirements	<ul style="list-style-type: none"> • Must complete any mandatory IDPH (Illinois Department of Public Health), IDHS (Illinois Department of Human Services), HHS, (Health & Human Services), HIPAA (Health Insurance Portability and Accountability Act), and abuse prevention training.

	<ul style="list-style-type: none">• Encouraged to have or pursue executive leadership training or certification in nonprofit and/or healthcare administration• Encouraged and highly recommend to attain or hold a LNHA (Licensed Nursing Home Administrator) in the State of Illinois.• Must comply with all IDPH, IDHS, HHS, OSHA (Occupational and Safety and Health Administration), and IRS (internal Revenue Service) nonprofit leadership requirements related to disability service providers.
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OVERALL PHYSICAL STRENGTH DEMANDS:

Code Descriptions				
C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

Physical Demand	Frequency	Brief Description
Bend	O	Bend knees and reach down to floor level.
Stoop	O	Squat to adjust equipment or devices.
Walking	F	Frequent walking throughout facility.
Lifting	O	Lifting objects or people between surfaces.
Kneeling	O	Kneeling to assist individual or equipment.
Standing	F	Standing.
Vision	C	Reading documents, computer screens, or environment.
Hearing	C	Communication via telephone, person-to-person.
Push	F	Pushing equipment or wheelchairs with individuals.
Pull	F	Pulling equipment or objects across various surfaces.

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Standard office equipment, Microsoft Office, Workforce Management, Electronic Health Record

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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Health and Safety Factors	
Mechanical Hazards	R
Chemical Hazards	R
Communicable Diseases	O
Physical Danger or Abuse	R
Other	

PROTECTIVE EQUIPMENT REQUIRED:

Occasional use of personal protective equipment (gowns, masks, gloves) will be required.

PRIMARY WORK LOCATION:

Office Environment	X
Healthcare/Intermediate Care Facility	X
Vehicle	X
Outdoors	X
Other	X

Job Description Attestation

Position:	Chief Operating Officer
Facility:	Agency
Department:	Administration
Reports to:	CEO
Supervises:	Administrator (TR & Group Home), OT/PT Director, SLP, Behavioral Supports Director

I have read or have had this job description read to me and I fully understand the job description, its requirements, and that I am expected to complete all duties as assigned. I understand that the job duties may be altered from these duties. I have noted below any accommodations that are required to enable me to perform these duties.

I understand that in this position I will be exposed to body fluids which may be infectious. I understand that the facility will make available to me, free of charge, the Hepatitis B vaccination. I also understand that the facility will follow any other laws regarding testing of clients if I am potentially exposed to blood.

I further understand that my employment is at-will and thereby understand that my employment may be terminated at-will by the facility or myself, and that such termination must be made in accordance with the Agency Personnel Policy.

Employee Name (Print): _____

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____