

The Arc Erie County, a non-profit organization dedicated to improving support and programs available for individuals with intellectual and developmental disabilities, is seeking a Chief Operating Officer (COO). The COO will be responsible for the overall operation of all direct service and ancillary departments, including Quality Assurance, Facilities, Education Programs and Clinical Services. The successful candidate will provide direct supervision to the Director of Adult /Employment Services, Director of Residential Programs, Director of Habilitation and Community Support Services, Education Program Principals, Director of Clinical Services, Facility Manager and Administrative Services. Additionally, the COO will oversee agency support to the Self-Advocacy program.

The COO will attend all Board of Director meetings and develop an advisory and working relationship with the Chief Fiscal Officer, Chief Human Resources Officer and Compliance Officer. Reporting directly to the CEO, the COO will be responsible for the quality, quantity and continuity of services to the individuals we support, and act as a principle member of the Senior Management Team.

The ideal candidate will have proven leadership experience and thorough knowledge of the principles and practices of person-centered service delivery to the developmentally disabled. The successful candidate will also have working knowledge of Federal, State, and Local regulations relating to the operations of services to the developmentally disabled population. Required competencies include: basic leadership orientation, strategic thinking, creativity, visionary outlook, strong written and verbal communication skills, comfort with diversity, managing through systems, quality orientation, decision-making skills and optimism. The COO will be a team player who can demonstrate and share the agency's passion for the promotion of fundamental rights and protections for the people that they support.

A Master's Degree in Administration Human Services, Social Work, Special Education or a closely related field and ten years of and senior level experience in one or more programs directly related to persons with disabilities is required. Qualified candidates may submit a resume and cover letter to MaryEllen Carlo, Director of Search Services at Career Partners International Buffalo | Niagara, at mecarlo@cpibn.com.