
Chief of Operations and Transformation

Reports to:	Chief Executive Officer
Team:	Direct reports: Chief Financial Officer; Chief Information Officer; overall team: 20+
Location:	Open, with frequent travel to Washington, D.C. after the Covid-19 crisis

About us

The National Council's vision is *to make mental wellbeing, including recovery from substance use challenges, a reality for everyone*. Despite overwhelming need, nearly 30 million people across the U.S. do not have access to comprehensive, high-quality, affordable mental health and substance use care when they need it.

Founded in 1969, the National Council for Mental Wellbeing is a membership organization that drives policy and social change on behalf of nearly 3,200 mental health and substance use treatment organizations and the more than 10 million children, adults and families they serve. We advocate for policies to ensure equitable access to high-quality services. We build the capacity of mental health and substance use treatment organizations. And we promote greater understanding of mental wellbeing as a core component of comprehensive health and health care. Through our Mental Health First Aid program, we have trained more than 2.8 million people in the U.S. to identify, understand and respond to signs and symptoms of mental health and substance use challenges.

The National Council is growing rapidly to meet this moment; since 2020, both our budget (\$77M) and number of passionate staff (270+) have growth more than 50%.

Position Summary

The Chief of Operations and Transformation, in this newly configured role, will play a critical role in the National Council's achievement of its mission, vision, and goals. In collaboration with the strategic leadership team, the Chief of Operations and Transformation will co-develop the National Council of the future, clarifying long-term vision and advising on operational priorities that will serve the needs of all departments and programs. In partnership with colleagues in the finance, contracts and technology departments, the Chief of Operations and Transformation will design and transform the infrastructure needed to deliver, thereby setting up the National Council for significant future growth while ensuring smooth day-to-day operations.



With a deep commitment to the National Council’s mission, vision and goals, the Chief of Operations and Transformation must be a collaborative builder of trust and culture who brings outstanding leadership, hands-on management, communication, and relationship-building skills. They must bring a track record of success developing implementation plans, goals and metrics across multiple functional areas, (technology, finance, operations, contracts, risk, compliance, facilities, etc.) for a multi-product/service, mission-driven organization.

Key Responsibilities

- **Organizational Leadership**
 - Embody, in all interactions, the National Council’s values: bias to action; shape the future; be a team player; be curious and champion equity and inclusion
 - Engage fully as a strategic leadership team colleague sharing responsibility for the National Council’s enterprise-wide strategy. Advise the CEO and Chief of Staff on key organizational planning issues, making recommendations on major decisions
 - Contribute to cross-organizational governance work, as chair of the (new) Technology & Data Committee and a member of the other three, new governance committees (Strategy, Resource, Talent)

- **Operations Strategy and Execution**
 - Lead and drive innovations in finance, technology and operations that support program, with talented people and aligned processes/structure in place to deliver
 - Ensure that the National Council’s enterprise-wide strategy is tangibly linked to departmental efforts; track and adjust time and resource allocations to maintain alignment with goals and to operate within budget
 - Establish a “world-class” IT technical and business applications team that uses modern IT technologies to streamline business operations and positions technology as an enabler of growth and program delivery
 - Clarify the strategic prioritization of, and seek to continually enhance, cross-organizational initiatives that engage finance, technology, contracts, operations, risk and compliance
 - Guide the development of data analytics and reporting capabilities that provide consistent, usable information for decision making within – and across – all of the National Council’s departments
 - Oversee teams, budgets and investments for all administrative and operations functions



- Manage and evolve internal risk and compliance systems and procedures
- **Team Development, Management and Culture**
 - Attract, manage and mentor a passionate team; support team members as they expand their capabilities and consult to internal stakeholders
 - Define team roles, accountabilities and decision-making
 - Promote an organizational culture of excellence, adaptability, efficiency, continuous improvement and innovation

Qualifications

- Demonstrated success leading, managing and communicating administrative/operations transformation in a rapidly growing, complex and mission-driven organization (business, association, social enterprise or nonprofit).
- A track record of achievement that combines as many of the following as possible:
 - Translating an ambitious growth strategy into operational plans, goals and metrics across multiple functional areas (technology, finance, operations, contracts, risk, compliance, facilities, etc.);
 - Setting clear priorities as well as guiding investments in people, processes and systems;
 - Mentoring and leading a high-performing, client-focused team;
 - Resolving operational challenges while anticipating, and building, the functional infrastructure, governance and controls needed for growth and innovation; and
 - Championing a culture of belonging and inclusion.
- Ability to travel up to 30%.

Leadership Characteristics

- Passion for the National Council's mission and vision, preferably also with knowledge of the needs of people living with or experiencing mental illness/substance use.
- Exceptional written, oral, and interpersonal skills, able to engage colleagues at all levels of an organization, board and external stakeholders.
- An orientation to life-long learning, ideally as a student of leadership (perhaps to include the work of Patrick Lencioni), and as a teacher/mentor who supports colleagues in skill-building.
- A collaborative, authentic partnership style; able to ensure diverse perspectives are heard while inspiring confidence.



- Sound judgment and humility as both a thought-partner and hands-on decision-maker.
- Results- and detail- orientation, integrity and discipline.

Compensation: The National Council for Mental Wellbeing offers competitive compensation. The starting salary for this position is \$340,000 with a final offer based on the candidate's years of professional experience and internal equity. In addition to base salary, we offer bonus potential and a comprehensive benefits package.

We are a remote-first organization, with employees located across the United States, and maintaining East Coast office hours. To maintain safety, anyone visiting the office must upload vaccination proof and be comfortable with testing protocols.

Please share nominations or submit a resume and cover letter to:

nationalcouncil@viewcrestadvisors.com

National Council is an Equal Opportunity/Affirmative Action Employer. We embrace diversity, commit ourselves to creating an inclusive environment for everyone. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected Veteran status. We embrace diversity, commit ourselves to creating an inclusive environment for everyone and invite all interested candidates to apply.

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