



**Recruitment Profile**  
Senior Vice President of Operations



## About Point Source Youth

**Founded in 2015, Point Source Youth is a nonprofit organization working nationally to prevent and end homelessness. They help advocate for, implement, and evaluate proven, scalable, and replicable youth homelessness interventions to increase housing options for youth. The organization’s liberation-focused model trusts young people as experts in their lives and well-being.**

Point Source Youth believes that society has a moral obligation to collectively amass ample resources to end youth homelessness. To that end, they work alongside communities and partners to uplift the power of young people, especially historically marginalized youth, including BIPOC and Queer youth.

They partner with service providers, funders, policymakers, government officials, and youth advocates across the country to advance meaningful and affirming solutions to end youth homelessness. Their youth-centered solutions empower young people to make vital decisions that positively impact their lives. Programs and services include:

- **Direct cash transfers:** Point Source Youth provides direct cash transfers with youth-determined support to homeless youth so that they can afford basic necessities such as food, housing, and transportation. Point Source Youth also supports Direct Cash Transfers as Prevention, which provides youth with cash and support to prevent them from experiencing homelessness in the first place.
- **Housing and shelter:** The organization also supports housing for homeless youth, including rapid re-housing and youth-determined host homes.
- **Advocacy:** Point Source Youth advocates for policies and programs that support homeless youth at the local, state, and federal levels.
- **Youth leadership:** Point Source Youth works to ensure that young people with lived experience create and lead programs that end youth homelessness locally and nationally.

### Organizational Highlights



Founded in 2015



\$8 Million Budget



11 Person Board of Directors



30 Staff



Headquartered in New York City



For more information, please visit:  
[www.pointsourceyouth.org](http://www.pointsourceyouth.org)





Point Source Youth also supports research and evaluation, partnering with leading researchers across the country to evaluate the interventions it supports. Rooted in their belief in the power of local change, their team of regional training and technical assistance experts empower communities on the ground working to end youth homelessness. In further support of their collective and regional approach to ending the national youth homelessness crisis, Point Source Youth convenes a national symposium as well as a Direct Cash Transfers convening, reaching over 1,000 registrants.

## The Mission

Point Source Youth envisions a world where all young people can enjoy the right to safety, stability, and joy. They believe that youth should be trusted to direct their own lives and that leadership by and advancement of the young people most impacted by the crisis of homelessness is paramount.

## The Position

Reporting to the Executive Director, the Senior Vice President, Operations will lead and direct the administrative functions and day-to-day operations of the organization. The SVP will build fiscal policies and procedures and ensure compliance across the organization. Human Resources (HR) responsibilities include hiring staff, administering benefits and leave, and upholding organizational values and practices. The SVP will partner with the Executive and Management Teams to implement an internal growth and organizational development strategy including fiscal sustainability, staff recruitment and retention, and systems implementation. Essential responsibilities include:

### Leadership

- Lead by example to build an environment of collective responsibility and accountability;
- Collaborate with the Executive Team to develop and realize a sustainable growth strategy;
- Provide strategic analysis and a critical lens to support, develop, and evaluate revenue opportunities;
- Staff and work closely with the Finance Committee of the Board of Directors.

**The Opportunity** | This is an exceptional opportunity for an innovative administrative leader to support the rapid growth of a radically transformative organization that is scaling up solutions to end youth homelessness.



## Operations

- Set organization-wide goals, ensure adequate tools and resources to achieve goals, and provide support to meet outcomes;
- Evaluate overall performance by gathering, analyzing, and interpreting data and metrics;
- Implement and train staff on organization-wide systems and software, including time management, project planning, and financial management;
- Develop practices that reinforce individual accountability and support organization-wide compliance with time tracking and expense reporting policies;
- Serve as administrative liaison to payroll provider and PEO (ADP);
- Ensure compliance with all laws and regulations;
- Implement and train staff on organization-wide systems with outsourced support on I.T. best practices and cyber security.

## People and Culture

- Update and manage hiring, recruitment, and onboarding processes;
- Create and implement a comprehensive staff development plan, including producing an internal staff training curriculum and identifying external opportunities for staff to develop leadership, project management, and other skills;
- Enhance and implement personnel policies that reflect the organization's values and commitment to anti-racist, trauma-informed practices;
- Ensure staff understand and comply with policies and procedures, providing regular updates and training;
- Work with staff to access all of their benefits, including PTO, insurance, spending accounts, and 401(k);
- Oversee employee performance review process and administer performance improvement plans;
- Receive and resolve complaints and concerns regarding harassment, personnel issues, and other issues related to the work environment;
- Process staff offboarding and terminations, including conducting exit interviews;
- Maintain staff records.

## Finance

- Collaborate with the outsourced accounting team, providing necessary information and supporting documentation to maintain accurate books and produce timely reports;
- Plan, coordinate, and manage the annual budget process;
- Support departmental heads to develop budgets, track budgets against actuals, and, if necessary, refine projections;
- Develop, implement, and ensure adherence to restricted grant tracking policies;
- Support annual audit and tax filing processes;
- Manage procurement processes and provide guidance on resource allocation strategies.



## Professional Requirements

The new SVP will foster a diverse, transparent, and inclusive culture and they will ensure an anti-racist framework is integrated into all policies and procedures. They will be responsible for developing processes and implementing systems to support the organization's continued growth and sustainability. The new SVP will develop an engaged and productive staff and create practices that support PSY's deeply held values. The successful candidate will have the following:

- At least seven years' nonprofit HR and operations leadership experience, ideally in an allied mission-driven organization;
- Successful track record of developing and implementing organizational systems and policies; prior experience building infrastructure in a rapid growth environment is highly valued;
- An understanding of nonprofit finance including the tracking and reporting requirements associated with restricted revenue streams; government contract compliance experience is ideal;
- Prior experience managing human resources, including creating personnel policies that express organizational values;
- Demonstrated systems thinking experience and proven ability to create systems of accountability;
- Ability to catalyze effective change through a holistic approach to analysis of systems and structures;
- Financial acumen including previous budget development and tracking experience;
- Creative problem-solving skills, including negotiation and conflict resolution skills;
- Technical expertise to develop effective practices and consistent usage of organizational systems including Salesforce, Google Docs, ToggI, LinkedIn Recruiter, Trello, and Slack.





*The SVP, Operations will be a proactive and flexible leader with an entrepreneurial mindset suited to a dynamic organization that is continuing to experience rapid growth and transformation. They will have an unwavering commitment to and passion for Point Source Youth's mission to continue to scale the organization to end youth homelessness in the U.S. by placing power in the hands of young people.*



## **The Senior Vice President of Operations**

**Reports to:** Executive Director

**Oversees:** Executive Assistant

**Manages:** \$8M Budget

**Lives:** Anywhere in the United States



## Personal Characteristics

The ideal candidate will be a collaborative leader who is energized working in a rapidly growing, fast-paced, distributed environment. They will thrive in PSY's start-up culture and have the vision and skills to build an infrastructure that supports continued growth as the organization becomes a mid-sized to large non-profit. They will develop workforce systems for care and rest and create policies that support a sustainable workplace. In addition to being passionately committed to advancing PSY's vision of a world in which youth homelessness is rare, brief, and non-recurring, they will have the following:

- A leadership style characterized by emotional intelligence, integrity, and transparency;
- Outstanding interpersonal skills, including the ability to engage and collaborate with diverse stakeholders in a multiracial, multicultural, multigenerational environment;
- A management style centered in coaching and mentorship and developed through a trauma-informed lens;
- Excellent communication skills with the ability to serve as a bridge for productive bi-directional communication;
- The humility and self-awareness to both hold and manage power;
- Deep understanding of and commitment to social justice frameworks, including anti-racism, economic justice, and gender and LGBTQ equity;
- Excellent judgment, including a commitment to maintaining confidential information;
- Ability, on occasion, to work evenings, weekends, and irregular hours;
- Ability to travel and work effectively in a variety of geographic, political, and cultural settings.

## Compensation

The targeted annual salary for this position is \$170,000 - \$185,000 commensurate with the lived and professional experience and qualifications of the selected candidate. Point Source Youth provides an excellent benefits package including 100% employer-paid health, dental, and vision insurance and a fully funded Healthcare Spending Account equal to the annual deductible. Point Source Youth also provides a 401(k) with a 4% match, and a \$300 monthly allowance for a home office and self-care. In addition to a generous PTO policy and holiday schedule, the Point Source Youth offices are closed for two weeks in July and three weeks in December.

## Location

Point Source Youth is a fully remote organization. The SVP, Operations can work from anywhere in the United States.



## Contact

Please submit a résumé and original cover letter that describes your interest in the organization's mission and qualifications through the [application portal on our website](#).

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**All inquiries will be held in strict confidence. Please note that your education, dates of employment and other information will be verified prior to an offer.**

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McCormack + Kristel is a national provider of executive search consulting services for nonprofit and philanthropic organizations. Our practice is focused on mission-driven clients, with expertise in placing executive and senior leaders in foundations, and advocacy, social justice, health and human service organizations.

