

Chief of Staff

ROLE INFORMATION

POSITION TYPE: ☐ Volunteer ☒ Full Time, Exempt ☐ Part Time
IN-OFFICE/REMOTE: ☐ In-Office ☐ Remote ☒ Hybrid
FAITH REQUIREMENT: Active Christian faith required; statement of faith required to apply

ABOUT RESET180

Reset180 is a Virginia-based nonprofit dedicated to serving survivors of human trafficking, primarily operating in Northern Virginia. We walk alongside survivors with trauma-informed care, advocacy, and wrap-around support, pursuing justice in our community and within the systems that affect those we serve. Our team is mission-driven, rooted in Christian faith, and committed to doing this work with excellence and integrity.

Reset180 is a Christian organization. Active faith in Jesus Christ is a non-negotiable requirement for every member of our team. All applications must include a personal statement of faith. Applications submitted without a statement of faith will not be considered.

ABOUT THE ROLE

The Chief of Staff reports directly to the Chief Executive Officer and serves as a key support to the CEO and the organization's operational effectiveness. This is not an independent leadership role; it is a support-oriented position for someone who finds deep satisfaction in building systems, keeping teams connected, and ensuring the CEO has what she needs to lead well.

At the core of this role is a project management mindset: the Chief of Staff is always tracking what is moving, what is stuck, who needs to talk to whom, and what the CEO needs to know. They are the organizational connective tissue that keeps Reset180's teams aligned and its commitments on track.

This person works in close support of the CEO, preparing her for high-stakes meetings, supporting budget and financial oversight, managing data and program reporting, managing HR, and coordinating the volunteer, intern, and fellow program. They are a trusted internal partner whose effectiveness is measured by how well the CEO and the organization function.

KEY RESPONSIBILITIES

Executive Support & Meeting Preparation

- Support the CEO in preparing for all high-stakes external meetings including donors, foundation officers, justice system partners (courts, parole, prosecutors, law enforcement), and board meetings through briefing documents, background research, and talking points.
- Track follow-up commitments and action items from the CEO's key meetings, ensuring nothing is dropped.
- Draft correspondence, reports, and communications on behalf of the CEO as directed.
- Serve as a thought partner to the CEO on organizational priorities, helping her think through decisions and prepare for complex conversations.
- Help the CEO protect her time and energy by managing key priorities and flagging competing demands.
- Support board meeting preparation, compiling packets, preparing materials, and tracking action items at the direction of and on behalf of the CEO.

Project Management, Cross-Functional Coordination & Finance Support

- Support the CEO in maintaining organizational project management systems, tracking active initiatives, owners, deadlines, and status across every department.
- Work proactively with external 1099 contractors or consultants ensuring project/event goals and timelines are met effectively.
- Help ensure that directors across Communications, Awareness, Disruption, IT, and Development are aligned on shared priorities and communicating proactively with one another.
- Convene and facilitate cross-functional check-ins, leadership meetings, and organizational planning sessions at the direction of the CEO.
- Flag bottlenecks, dependencies, and misalignments to the CEO before they become problems, and offer solutions alongside every flag.
- Support annual planning cycles, goal-setting processes, and strategic planning efforts as directed by the CEO.
- Support the CEO in budget tracking and financial oversight, including monitoring expenditures against budget, preparing financial summaries, and liaising with the finance team or external accountant on the CEO's behalf.
- Help maintain systems for tracking grant deliverables, organizational commitments, and team accountability.

Data & Program Reporting

- Support the CEO's program oversight function by helping maintain data systems and ensuring program metrics are tracked consistently and accurately.
- Work with case managers and program staff to support data collection that meets funder, government, and organizational requirements.
- Prepare program performance reports and impact summaries for the CEO's use with donors, funders, and in board meeting materials.
- Monitor grant and government contract compliance timelines and deliverables, flagging risks to the CEO in advance.
- Help translate program data into clear, compelling narratives that support the CEO's donor and stakeholder communications.

HR Management

The Chief of Staff manages Reset180's HR function directly, executing and overseeing the full employee lifecycle. The Office Administrator provides administrative support on HR tasks under the guidance and direction of the Chief of Staff.

- Execute and oversee recruitment, onboarding, and orientation, running the full hiring process from job posting through a new hire's first days.
- Manage Reset180's HR function end to end, including personnel file management, compliance, and offboarding, directing the Office Administrator on administrative support tasks as needed.
- Ensure HR policies and practices are current, compliant with Virginia employment law, and consistently applied across the organization.
- Serve as the primary point of contact for HR matters, escalating to the CEO when warranted.
- Manage staff performance processes, including goal setting, annual reviews, documentation, and corrective action procedures.
- Maintain and update the employee handbook and HR policy documentation.

Volunteer, Intern & Fellow Program

- Oversee the programmatic experience for Reset180's volunteers, interns, and fellows including placement, supervision structures, learning objectives, and impact reporting.
- Partner with the Office Administrator, who provides administrative support (recruitment logistics, onboarding paperwork, scheduling) under the Chief of Staff's direction, to ensure a seamless experience from application through completion.
- Build and maintain relationships with universities, seminaries, and community partners to develop a strong and sustainable pipeline.
- Track and report on volunteer and intern program outcomes to the CEO and funders as required.

QUALIFICATIONS

Required

- Active Christian faith and full alignment with Reset180's mission, values, and faith-rooted organizational culture. A personal statement of faith is required with your application.
- 7+ years of progressive leadership/mid-career level experience in a nonprofit, advocacy, government, or mission-driven organization, with demonstrated operational responsibilities.
- A genuine project management mindset: you naturally build trackers, follow up without being asked, and feel uncomfortable when things are undefined or unaccounted for.
- Proven ability to support and coordinate multiple complex workstreams simultaneously without dropping the ball.
- Experience preparing executive-level briefing materials, reports, and stakeholder-facing documents.
- Direct HR oversight or HR generalist experience is a plus, including recruitment, onboarding, orientation, compliance, and personnel management.
- Comfort working with financial data, budget tracking, and organizational reporting.
- Strong relationship and communication skills, able to work effectively with staff at all levels and support the CEO in navigating complex external relationships.
- Experience working with program teams overseeing monitoring and evaluation or adjacent systems is a plus.
- High emotional intelligence, discretion, and the ability to handle sensitive information with maturity and confidentiality.
- Willingness to build as you go and thrive in an environment of growth with limited resources, creating new processes, and reviewing and strengthening those that exist.

Preferred

- Formal project management experience or training (Agile or similar frameworks applied in a nonprofit context).
- Familiarity with nonprofit data and program reporting systems.
- Experience supporting senior leadership or executive-level work.
- Comfort building systems and workflows from scratch in a growing organization.
- Experience managing HR, volunteer, intern, and/or fellow programs.

WHAT SUCCESS LOOKS LIKE

First 90 Days

In the first 90 days, the Chief of Staff has mapped every active project, initiative, and reporting deadline across the organization. There is a functioning system for tracking organizational commitments. The CEO walks into her key meetings fully prepared. Teams are having the right conversations with each other.

At 12 Months

At 12 months, Reset180 feels more organized, more aligned, and more capable than it did before. The CEO has more bandwidth because she trusts that the operational and coordination work is being handled.

HR is running smoothly, with recruitment, onboarding, and orientation executed consistently and well. The volunteer and intern program is running with structure and intentionality. Data and program reporting is timely, accurate, and telling the right story.

FAITH, CULTURE & OUR CHRISTIAN IDENTITY

Reset180 is a Christian organization in the fullest sense. Our mission to serve survivors of human trafficking is inseparable from our identity as followers of Jesus Christ. Faith is not a program add-on; it is the foundation of everything we do.

All Reset180 Staff Are Expected To:

- Be active followers of Jesus Christ with a personal, living faith.
- Participate in the spiritual rhythms of our team, including staff devotionals, prayer, and faith-integrated professional development.
- Embrace and reflect Reset180's Christian values in their work and conduct.
- Submit a personal statement of faith as part of the application process.

We are a team that prays together, believes God is present in this work, and draws strength from our shared faith. We want every person who joins Reset180 to be fully at home in that culture.

COMPENSATION & BENEFITS

Salary is commensurate with experience. Reset180 offers the following benefits to full-time staff:

- Comprehensive medical, dental, and vision coverage
- Paid Time Off starting at 70 hours, increasing with tenure
- 35 hours of paid sick leave annually
- 12 paid federal holidays
- Hybrid work schedule up to 3 days remote per week
- Workers' Compensation coverage
- Daily, quarterly, and annual spiritual formation as a team

SAFEGUARDING & EMPLOYMENT STANDARDS

Reset180 holds strict safeguarding principles and a zero tolerance policy toward any violations of our Safeguarding Policy, Protection against Sexual Exploitation, Abuse and Harassment Policy, and Code of Ethics. Candidate selection is based on technical competence and role-specific criteria, subject to assessment of value congruence and thorough background, reference, and criminal history check processes.

Reset180 is committed to building a diverse workforce through fair and equitable employment practices and welcomes applicants of any race, color, age, sex, or marital status. While we welcome everyone into this work, we believe this work is God's work, and we practice spiritual disciplines together as a team. Reset180 therefore legally requires, under Section 702 of Title VII of the Civil Rights Act of 1964, that all employees practice a mature, orthodox Christian faith as defined by the Apostles' Creed.

All employment offers are contingent upon successful completion of a background check, criminal history clearance, and thorough reference review.

HOW TO APPLY

Please submit the following to careers@reset180.com

- A current resume.
- A cover letter describing your interest in Reset180's mission and how your background fits this role.
- A personal statement of faith in your own words. Applications without a statement of faith will not be considered.

Applications are reviewed on a rolling basis.