

## About Us

JusticeMatters is a faith-motivated, nonprofit law firm that exists to address the roots and repercussions of human trafficking in North Carolina. We provide trauma-informed legal services that protect children and help survivors rebuild their lives, and we promote just policies and practices to strengthen our community. Our vision is the freedom and flourishing of all.

With over a decade of leadership in our field, JusticeMatters is at the forefront of efforts to integrate principles of trauma-informed design in the legal profession for the wellbeing of our clients and staff.

We're growing! In 2025, through the generous support of new funders and in collaboration with nationally recognized partners, we're launching:

- ▶ Survivor Rights Representation, filling a critical gap in legal services for survivors in our state.
- ▶ Case Management Services, strengthening our holistic model.
- ▶ Impact Evaluation Infrastructure, laying the foundation to measure long-term outcomes for clients, families, and communities.

**We have big dreams for the future.** In the next decade we will continue to prevent human trafficking and promote survivor agency in North Carolina, reducing risk factors and strengthening protective factors at both the individual and systems levels. At the individual level, we will overcome legal barriers to safety and stability through trauma-responsive services that uphold clients' rights and promote their long-term wellbeing. At the systems level, we will establish a sustainable, replicable model of trauma-responsive legal services.

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## The Opportunity

At a pivotal time in the life of JusticeMatters, we seek a proven, highly capable leader to serve as **Managing Director**, guiding our organization into its next decade of maturity and impact. This is a unique opportunity to bring operational and strategic leadership to a nonprofit law firm that is deeply mission-driven and nationally respected in the anti-human trafficking field.

JusticeMatters runs on EOS, and we are looking for a Managing Director who can fully step into the **Integrator** role—leading the execution of our strategic plan, aligning the organization around clear priorities, and ensuring that our vision becomes reality.

The Managing Director is the person who “drives accountability to make it happen”—integrating people, processes, and performance across the organization to deliver on our Mission. They ensure accountability, improve team health, manage day-to-day functions, and empower our directors to lead effectively. Working hand-in-hand with the Managing Attorney, the Managing Director holds the Leadership Team accountable for results, builds a culture of operational excellence, and strengthens the infrastructure needed to sustain growth.

As a law firm, JusticeMatters must have an attorney at the helm of all legal and professional matters. Therefore, the Managing Director reports directly to the Executive Director, who serves as primary Visionary for the organization, and partners closely with the Managing Attorney, who oversees the provision of services to our clients. The Managing Director role is not a legal role—it is focused on the business and operational engine of the organization—but it must work in close, daily collaboration with attorney leadership to keep the firm aligned and thriving.

This position is ideal for a seasoned nonprofit or operations executive who thrives in a systems-driven environment, is energized by aligning mission with execution, and brings both humility and grit to the work of justice.

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## Key Leadership Responsibilities

- Own the implementation of the Strategic Plan and annual objectives, in close partnership with the Managing Attorney.
- Serve as the EOS Integrator, ensuring all departments and teams are aligned, accountable, and moving in the same direction.
- Lead and coach Directors across Operations, Finance, Development, and Impact with clarity, care, and accountability.
- Ensure the “Right People are in the Right Seats”, using EOS tools to build a strong, healthy, and high-performing team.
- Strengthen core business functions including finance, development, HR, and operations—fostering continuous improvement, and ensuring systems are scalable, efficient, and mission-aligned.
- Identify, prioritize, and solve issues across the organization quickly and effectively, maintaining momentum and minimizing complexity.
- Foster open and honest communication across the entire organization, modeling a healthy feedback culture.
- Collaborate with the Executive Director (Visionary) and Managing Attorney in decision-making, strategy execution, and organizational leadership.



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## Reporting Structure

- **Reports to:** Executive Director
  - **Supervises:** Director of Business Operations, Director of Impact & Engagement, Director of Giving Partnerships
  - **Oversees:** Accounting and Financial outsourced services
  - **Works closely with:** Executive Director (in visionary/culture/R&D capacity), Managing Attorney, and Leadership Team
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## Who You Are

You are a mission-minded **Integrator** who is passionate about making visionary ideas real through strong teams and systems. You bring deep experience in nonprofit or organizational leadership, are comfortable managing leaders, and thrive in operational roles that require both strategy and execution.

- You have exceptional organizational judgment and love bringing order to complexity.
- You're a servant leader who empowers others while holding them accountable.
- You're not afraid of hard conversations, and your communication is clear and respectful.
- You come alive when you are in partnership with a visionary—but you are never afraid to challenge their ideas.
- You're curious and collaborative, and you demonstrate a growth mindset.
- You're deeply values-aligned, and at your core, you want your work to matter—for real people, in real ways.

In alignment with JusticeMatters' Values, you have a demonstrated commitment to seeking justice, striving for excellence, upholding trauma-informed principles, pursuing joy through celebration, and embracing community—holding space for disagreement and difference, and centering the margins while affirming mutuality and interconnectedness.

Understanding that JusticeMatters is a high-trauma environment, because of the services we provide, you have the experience, self-awareness, and maturity to lead here in a healthy way, supporting a team of brilliant, high-empathy, collaborative professionals as we enter into places of deep suffering with courage, commitment, and unwavering hope.

Your heart is keenly attuned to justice—and fiercely committed to stand with the vulnerable. You pursue the freedom and flourishing of all.



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## Qualifications

- Executive-level leadership experience in a nonprofit or mission-driven organization, required.
- Demonstrated experience in EOS or similar organizational operating system, preferred.
- Proven ability to lead through influence, coach leaders, and manage toward results.
- Experience overseeing multi-functional teams and budgets.
- Deep respect for the legal profession and comfort working within a law firm structure.
- Alignment with the trauma-informed approach of JusticeMatters.
- Support for the Mission and Vision of JusticeMatters, demonstrated commitment to our Values, and affirmation of our Foundation.

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**Want to know more?** Visit our website at <https://justicemattersnc.org/>.

**To apply**, please provide a cover letter, resume, salary requirements, and professional references to Santae Cooper, Director of Business Operations, at [santae@justicemattersnc.org](mailto:santae@justicemattersnc.org).

Review of candidates will begin in May 2025 and continue until the position is filled.

Salary is commensurate with the requirements of the position and is in the \$100-125K range. JusticeMatters operates on a 4-day, 32-hour work week with hybrid work opportunities. The position can work out of the Durham or Raleigh office. Benefits include PTO; health insurance; 401(k) retirement plan; and health savings account.

JusticeMatters actively seeks a diverse pool of candidates. JusticeMatters is committed to a policy of equal employment opportunity.

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