



FAMILY SUPPORT SERVICES

KEEPING FAMILIES HEALTHY AND INTACT

JOB ANNOUNCEMENT CHIEF OPERATIONS OFFICER

Family Support Services is seeking a Chief Operations Officer (COO) to support the Chief Executive Officer (CEO) in ensuring the overall health and sustainability of Family Support Services. Provide leadership, direction and coordination of all programs and services provided by the agency. The COO will oversee the development and implementation of strategies, provide guidance, and direction to improve the delivery of services with a focus on impact, quality, sustainability, and growth.

Family Support Services assists families who face serious challenges in successfully caring for their children. These include families with children who have mental or physical disabilities; families taking care of children who are substance exposed, medically fragile, or are HIV+; and families in which grandparents or other relatives have had to step in to care for children.

Mission: To nurture children, youth and caregivers to keep families healthy and intact.

RESPONSIBILITIES

A FULL SCOPE OF THE JOB RESPONSIBILITIES will be provided.

Specific responsibilities include, but are not limited to:

In coordination with the CEO and executive team, play a key role in the overall development, strategic planning, service delivery, and management of the agency across multiple sites and departments.

Directly supervise Director of Program Operations, and Program Directors, and other operations staff. Assume overall responsibility for program quality control and performance impacts. Responsible for the data collection system for all programs and services. Assume overall responsibility for San Francisco facility management, including IT systems, facility concerns, in conjunction with the CEO, Director of Finance and Administration and Administrative and HR Manager.

OTHER DUTIES

Please note this job announcement is not designed to cover a comprehensive listing of activities, duties or responsibilities – see job description for an inclusive list.

REQUIRED EXPERIENCE EDUCATION AND QUALIFICATIONS

COO should have extensive experience in the development and operation of services for a wide range of families, specifically those involved with child welfare departments, those with children that have disabilities and caregivers that have children requiring special care.

Experience with the child welfare system, Community Care Licensing requirements, local county contracts including billing is strongly preferred.

At least five years of strong operational experience with supervisory experience of senior professionals.

A Master's Degree in Sociology, Education, MBA or a related field plus at least five years of experience in a leadership position in a nonprofit agency or a County/City department.

QUALIFICATIONS

- Understanding of business functions related to operating a nonprofit agency such as HR, Finance, marketing, etc.
- Demonstrable competency in strategic planning and resource development
- Experience in fundraising will be a plus
- Working knowledge of data analysis and performance/operation metrics
- Working knowledge of IT/Business infrastructure and MS Office
- Outstanding organizational and leadership abilities
- Excellent interpersonal communication, public speaking, and writing skills.
- Strong supervisory skills.
- Aptitude in decision-making and problem-solving
- Ability to work with persons from diverse backgrounds.

Strong skills in organizational development, personnel management, budgets, resource development, and strategic planning.

Demonstrated experience in financial planning and analysis with previous experience overseeing substantial budget.

Excellent people skills, with an ability to partner with county staff, and community partners.

Possess personal qualities of integrity, credibility, and commitment to Family Support Service's mission.

Flexible and able to multitask; can work within a fast-moving environment, while also driving toward clarity and solutions.

Proven experience as Chief Operating Officer, Executive Director or relevant role.

Must have respect for cultural differences and families' rights to self-determination.

Must be able to receive clearance through a fingerprint/background check (criminal and child abuse).

Requires California drivers' license and an insured automobile in good working condition.

STARTING SALARY RANGE: \$95,000 - \$105,000 per year DOE. Employer sponsored excellent benefits including health, dental, vision, life and long-term disability insurance plus retirement plan.

HOURS OF WORK: This is a full time position, 37.5 hours per week. This position requires normal business hours and some weekend and evening work.

Travel is primarily local during the business day.

RÉSUMÉ AND COVER LETTER TO: executiveposition@fssba.org

Family Support Services, 401 Grand Ave. Ste. 500

Oakland, CA 94610 - Fax: (510) 834-1548 www.fssba.org

Please attach all documents in PDF format. All other file types/formats will not be considered.

Only candidates who meet our selection criteria will be contacted for the next step in our hiring process.

Thank you for your interest in our position. We appreciate the time you have taken to apply.

Family Support Services is committed to workforce diversity. Qualified applicants will receive full consideration without regard to age, race, color, religion, gender, gender identity, sexual orientation, health status or national origin.