



FAMILY SUPPORT SERVICES

KEEPING FAMILIES HEALTHY AND INTACT

JOB ANNOUNCEMENT CHIEF OPERATIONS OFFICER

Family Support Services (FSS) is seeking a Chief Operations Officer (COO) to support the Chief Executive Officer (CEO) in ensuring the overall health and sustainability of the agency. 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.

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 senior management 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 Program Directors, and other operations staff. Assume overall responsibility for the quality, performance and impacts of all agency programs. Responsible for preparing program reports (monthly, quarterly, annual), using program performance data and information. In conjunction with the CEO, the Director of Finance and Administration and HR Manager assume the lead role for San Francisco facility management, including IT systems (this is part of facility management).

OTHER DUTIES

Please note this job announcement is not designed to cover every activity, duty or responsibility – the job description will be more thorough.

REQUIRED EXPERIENCE EDUCATION AND QUALIFICATIONS

COO should have extensive experience in the development, supervision and operation of services for a wide range of program related to underserved 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, managing local county contracts including budgeting 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 social service government department.

QUALIFICATIONS

- Understanding of business functions related to operating a nonprofit agency such as Program Development, HR, Finance, marketing, etc.
- Demonstrable competency in strategic planning and resource development.
- Skilled in presentations, oral and written communication.
- 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.
- Experience in fundraising is a plus.

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 budgets.

Excellent people skills, with an ability to partner with internal staff, government 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 Operations Officer, Executive Director, or similar 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 driver's license, a clear DMV record, current automobile registration and an insured automobile in good working condition.

STARTING SALARY RANGE: \$114,000 - \$120,000 per year DOE.

Employer-sponsored excellent benefits including health, dental, life, and long-term disability insurance plus retirement plan. Excellent fringe benefits which includes vacation, sick and personal time and , commuter benefits. Voluntary vision, accident, critical illness, short-term disability and legal-shield plan.

HOURS OF WORK: This is a full-time position, 37.5 hours per week. Regular office hours are Monday - Friday, 9am–5pm. At least one evening per month is required (Board of Directors meeting) and other evening times may be necessary from time to time.

WORK SITE: This is a split site position working in the San Francisco Office 3-4 days per week and 1-2 days in the Oakland Office.

RÉSUMÉ AND COVER LETTER TO: csmith@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.

www.fssba.org