

ORGANIZATION: Children's Aid
POSITION: Chief Operating Officer
REPORTS TO: President and CEO
LOCATION: Office is at 117 W. 124th Street; currently in-office three days/week; ability to travel to other sites across Manhattan, Bronx, Brooklyn, and Staten Island as needed.
INFORMATION: [Website](#)
TO APPLY: Please send cover letter and resume as one PDF to CACOO@pbrsearch.com with title format "Last Name First Name – Letter Resume."

BACKGROUND

Children's Aid was founded in 1853 and provides comprehensive supports to children, youth, and their families in targeted high-needs New York City neighborhoods to ensure that children in poverty succeed and thrive. Children's Aid understands that poverty cannot be overcome with one service or program at a single point in time and commits to being with children, youth, and families every step of the way. It offers a comprehensive, wide-ranging array of services in academic and social-emotional learning, health and nutrition, and family and community. Today, Children's Aid works across 40+ locations, employs over 2,000 staff members, and serves nearly 50,000 children, youth, and families.

POSITION

Central to ensuring that Children's Aid operates at the highest level of excellence, the Chief Operating Officer (COO) will be a trusted partner to the President and CEO, as well as functional leaders and staff at all levels across the agency. This leader will oversee a team of over 60 staff in real estate and facilities, IT, and compliance. The ideal candidate will be a strategic, experienced, highly collaborative leader with the ability to develop best-in-class systems and structures to support high-quality program delivery. They will inspire team members to achieve clearly established goals through strong leadership and coaching; continue to modernize existing approaches to IT and organizational infrastructure; create and steward a culture of continuous improvement; and develop solutions to short-term needs and long-term strategic objectives. They will embody a customer service ethos by providing excellent service to all agency staff, who in turn can then serve children, youth, and families as effectively as possible. Candidates with deep experience leading change within a large, complex, multifaceted context through cross-departmental collaboration will thrive in this role.

RESPONSIBILITIES

- Partner with the president and CEO by providing strategic, operational, and thought leadership to achieve the agency's short- and long-term objectives and overall vision.
- Serve as a key partner to the president and CEO, core executive leadership team, and board of trustees on overall operational management of the agency.
- Supervise 4 direct reports and a total team of over 60 to ensure optimal effectiveness of staffing, systems, procedures, and operational activities within each area of responsibility; provide guidance, as needed, to direct reports, and sustain a high-performance and collaborative work environment.
- Provide oversight and leadership to the compliance function to ensure that the agency mitigates risk and operates according to city, state, and federal requirements.
- Provide oversight and leadership to the IT function to ensure that systems and software are integrated and effectively support all staff in making their jobs easier and more efficient.
- Provide oversight and leadership to the real estate and facilities function to ensure that all sites are secure, welcoming, and operationally excellent and that critical projects are completed in a safe, efficient, and cost-effective way.
- Ensure that all functions are managing risk in a forward-looking way (including through robust insurance and general liability policies) and planning for business continuity in the face of various emergencies.
- Collaborate closely with program leaders and drive cross-functional, cross-divisional initiatives.
- Partner with key colleagues on specific large-scale projects, including an upgrade of the agency's HR and financial systems.

- Bolster communications across the operations team as well as with other central office departments and program teams to ensure that information is shared appropriately and transparently to achieve agency-wide goals.

QUALIFICATIONS

The ideal candidate will be a seasoned, visionary leader with a passion for the mission of Children’s Aid and the ability to ensure that its operational excellence is commensurate with its programmatic excellence. Specifically, the COO should have:

Experience

- Demonstrated experience in all areas of responsibility.
- At least fifteen years of senior leadership experience in a complex, multi-service, multi-site context; nonprofit experience strongly preferred.
- Experience managing large-scale, cross-departmental initiatives.
- Experience recruiting, managing, and leading staff from all relevant functions the role oversees.
- Thorough understanding of IT, real estate and facilities, and compliance; additional experience in HRIS, finance, and/or legal a plus.
- Experience working with city agencies and differing city, state, and federal requirements a plus.
- Bachelor’s degree; advanced degree (such as an MBA) or equivalent record of continuing professional development preferred.

Personal Attributes

- Customer service orientation and highly collaborative work style.
- Superior managerial and interpersonal skills, and experience leading staff in ways that emphasize collaboration and teamwork.
- Excellent analytical skills and the ability to develop appropriate metrics to measure outcomes across all departments; a high level of comfort with complexity and nuance.
- Ability to operate as an effective tactical partner as well as a strategic thinker.
- Excellent problem-solving and interpersonal skills.
- Emotional intelligence and the ability to engage with people from various backgrounds.
- Deep commitment to DEI and anti-racist values; dedication to dismantling systemic racism.
- Ability to lead change in a way that achieves strategic goals and also brings people along.
- Strong written and verbal communication skills and an inclusive, transparent communication style that fosters cooperation and teamwork.

COMPENSATION

- Anticipated salary range \$240K – \$300K; commensurate with experience
- Comprehensive benefits package

Frequently cited statistics show that women and people from underrepresented groups apply to jobs only if they think they meet 100% of the criteria. If you meet many but not all the criteria and feel you may be a good fit for the role, Children’s Aid encourages you to apply.

Children’s Aid is an Equal Opportunity Employer and does not discriminate on the basis of age, color, national origin, ethnic origin, citizenship status, disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, marital status, veteran status, or any other characteristic protected by federal, state, or local law in its employment policies. In addition, Children’s Aid will provide reasonable accommodations for qualified individuals with disabilities.