PBR EXECUTIVESEARCH

ORGANIZATION:	**Children's Aid**
POSITION:	Chief Operating Officer
REPORTS TO:	President and Chief Executive Officer
LOCATION:	Office is at 117 W. 124th Street
INFORMATION:	childrensaidnyc.org
TO APPLY:	Please submit an interest form, uploading documents with title format "Last Name First Name – Letter (or Resume)," and complete the Voluntary Self Identification form. This will assist us in improving our hiring practices and ensuring equal opportunities. Participation is voluntary and will not affect your candidacy in any way.
QUESTIONS:	Please contact ChildrensAidCOO@pbrsearch.com

BACKGROUND

The mission of Children's Aid is to help children in poverty to succeed and thrive. Children's Aid does this by providing comprehensive support to children and their families in targeted high-needs New York City neighborhoods. Children's Aid annually serves children and their families at over 40 sites in New York, as well as through three national program models. Children's Aid is concentrating its efforts on creating cradle-through-college pathways in high-need neighborhoods, with a focus on children's health, family stability, education, and social and emotional development.

Culture and Values

We put children, youth, and families first: We listen to and incorporate the voices of children, youth and families in all that we do.
We seek equity and transformation in our communities: We courageously work within and outside systems to create opportunities for children, youth and families.
We strive for excellence: We hold ourselves to the highest standards and are committed to continuous learning and improvement.
We are powered by collaboration: Our work is stronger when we trust, partner, and respect each other and the communities we serve.
We are driven by compassion: We lead with kindness, care, and empathy and believe in the endless potential of the people we serve and our team.

POSITION

The Chief Operating Officer (COO) is a key member of the Executive Leadership Team and a trusted strategic partner to the President and Chief Executive Officer. The COO provides enterprise leadership for the organization's operational infrastructure, ensuring that systems, facilities, technology, and risk management functions effectively support Children's Aid's mission, strategic priorities, and long-term sustainability.

Reporting directly to the President and CEO, the COO oversees Real Estate, Facilities, Security, Information Technology, Compliance, and Enterprise Risk Management through senior leaders and a workforce of more than 60 employees. As the organization's chief integrator, the COO aligns people, processes, technology, resources, and operations to drive organizational effectiveness, operational excellence, and enterprise-wide execution.

The COO leads organizational transformation efforts, advances innovation and digital strategy, and ensures Children's Aid has the capacity, infrastructure, and operational capabilities necessary to deliver exceptional outcomes for children, youth, and families.

RESPONSIBILITIES

Executive Leadership and Strategy

- Serve as a strategic advisor and thought partner to the President and CEO.
- Partner with executive leadership and the Board of Trustees to advance organizational strategy, sustainability, and impact.
- Serve as the executive staff lead to Board committees, including but not limited to the Real Estate Committee and the Audit and Risk Committee, providing strategic counsel, reporting, and support to committee chairs and members.
- Translate strategic priorities into clear operational plans, measurable outcomes, and effective execution.
- Lead enterprise-wide initiatives that strengthen organizational performance, effectiveness, and growth.
- Establish governance, accountability, and decision-making frameworks that support cross-functional alignment and execution.
- Represent Children's Aid with external stakeholders, government agencies, community partners, and key vendors on matters related to operations, infrastructure, technology, and risk management.

Operations and Organizational Effectiveness

- Provide strategic oversight of Real Estate, Facilities, Security, Information Technology, Compliance, and Enterprise Risk Management.
- Drive continuous improvement efforts that enhance service quality, operational efficiency, and organizational performance.
- Establish and monitor organizational metrics, performance standards, and operational dashboards to support data-informed decision-making.
- Identify and remove barriers to execution while ensuring effective allocation of resources and operational capacity.
- Lead the evaluation and implementation of technology-enabled solutions, including automation and artificial intelligence, to improve efficiency and service delivery.
- Foster strong collaboration across operational, administrative, and programmatic functions.

Real Estate, Facilities, and Capital Planning

- Lead long-term real estate and facilities strategies that support organizational priorities and growth.
- Oversee major real estate transactions, capital planning efforts, construction projects, and infrastructure investments.
- Ensure facilities are safe, accessible, compliant, and supportive of high-quality service delivery.
- Promote operational sustainability, effective asset management, and responsible stewardship of organizational resources.

Security, Emergency Preparedness, and Business Continuity

- Provide executive oversight of physical security, emergency preparedness, crisis management, and business continuity planning.
- Ensure effective systems and protocols are in place to protect staff, participants, facilities, and organizational assets.
- Lead organizational preparedness and resilience efforts to maintain continuity of operations during emergencies and critical incidents.

Information Technology, Artificial Intelligence, and Digital Transformation

- Establish the strategic direction for enterprise technology, cybersecurity, information governance, and digital transformation.
- Lead the organization's enterprise digital and AI strategy to enhance decision-making, efficiency, and service delivery.
- Ensure the responsible, ethical, and secure use of artificial intelligence and emerging technologies.
- Oversee technology modernization, data governance, cybersecurity, and enterprise systems.
- Promote innovation, organizational readiness, and workforce adoption of new technologies.

Compliance, Risk Management, and Governance

- Oversee enterprise compliance and risk management strategies.
- Ensure adherence to regulatory, contractual, accreditation, and funding requirements.
- Maintain an integrated enterprise risk management framework that proactively addresses operational, financial, legal, technology, and reputational risks.
- Provide strategic guidance to executive leadership and the Board regarding organizational risk, compliance, and governance matters.

Talent Leadership

- Lead and develop a high-performing team of senior operational leaders and professionals.
- Establish clear expectations, accountability measures, and performance standards.
- Build organizational leadership capacity through coaching, succession planning, and professional development.
- Foster a culture of accountability, collaboration, innovation, engagement, belonging, and continuous improvement.
- Maintains an active onsite presence across Children's Aid locations as needed to foster collaboration, strengthen partnerships, and support organizational effectiveness.

QUALIFICATIONS

Experience – Required

- Minimum of 15 years of progressively responsible executive leadership experience within a large, complex, multi-site organization
- Demonstrated leadership across multiple operational functions such as facilities, real estate, information technology, compliance, risk management, security, or related areas
- Proven success leading organizational transformation, enterprise initiatives, operational improvement efforts, and complex cross-functional projects
- Experience advising executive leadership teams and governing boards on strategy, operations, risk, technology, and infrastructure

- Demonstrated success building and leading high-performing teams
- Bachelor's degree

Experience – Preferred

- Advanced degree (MBA, MPA, or related field)

Leadership Competencies

The successful candidate will demonstrate:

- Enterprise Leadership and Organizational Stewardship
- Strategic Execution and Organizational Alignment
- Operational Excellence and Organizational Performance
- Change Leadership and Organizational Transformation
- Financial and Business Acumen
- Digital Transformation and Artificial Intelligence Strategy
- Technology, Data, and Innovation Leadership
- Enterprise Risk Management and Governance
- Relationship Building and Cross-Functional Collaboration
- Talent Strategy and Executive and Inclusive Leadership
- Executive Presence and Influence

COMPENSATION

- Anticipated salary is $280K – $300K; compensation for the finalist selected for this role will be set based on a variety of factors, including but not limited to budgetary considerations, qualifications, experience, and track record of success. This hiring range represents Children's Aid's good faith and reasonable estimate of the range of possible compensation at the time of posting.
- Competitive benefits package, including 403(b) employer contribution and match, medical, dental and vision, life insurance, tuition reimbursement, and generous paid time off.

It is the policy of Children's Aid to provide equal employment opportunity to all employees and applicants for employment and is dedicated to maintaining a work environment that is free from harassment and discrimination. Children's Aid will not tolerate discrimination, harassment, or retaliation on any basis, including race, creed, color, national origin, ethnicity, alienage or citizenship status, gender/sex (including pregnancy), disability, religion, source of income, sexual orientation, gender identity or expression, age, familial status, caregiver status, military status, marital or partnership status, status as a victim of domestic violence, sexual violence or stalking, predisposing genetic characteristics, arrest or conviction record, credit history, unemployment status or any other characteristic protected by federal, state or local law. Children's Aid is committed to complying with applicable state and local laws governing non-discrimination in employment. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. Children's Aid will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner and will take appropriate corrective action, if and where warranted. Children's Aid prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

The incumbent is expected to work a schedule, whether in-person or hybrid, as determined by the department's needs to facilitate effective collaboration with the team. This flexibility is essential for maintaining seamless communication, fostering teamwork, and ensuring the smooth operation of the department's processes. The position's requirements are subject to periodic review and adjustment based on organizational needs and changes in work dynamics. Additional responsibilities assigned as needed.