



**CHIEF OPERATIONS OFFICER**  
**VIRTUAL**  
**[WWW.IFOSTER.ORG](http://WWW.IFOSTER.ORG)**

**ORGANIZATION**

iFoster is the largest community in the foster care ecosystem helping children and youth obtain the resources and opportunities they need to become successful, independent adults. Launched in 2010, iFoster is the first national online platform designed specifically for those involved in the foster care system. Founders Serita and Reid Cox have combined their personal connections to the foster care system, as well as their knowledge of nonprofit management, business development, large scale e-commerce platforms, and social networks to create a game-changing entity. iFoster aggregates the thousands of organizations and millions of caregivers in child welfare into a single online community to share resources, leverage their collective power and amplify their common voice to ensure that this country's most vulnerable children are put on the path to becoming independent successful adults.

**Numbers**

With a budget of \$12 million, iFoster is primarily funded by Federal, State and Municipal government contracts. Its online community has over 80,000 members across all 50 states, Guam and Puerto Rico that include transition age youth, care givers and agencies. An estimated 500 new members join iFoster every month for free. iFoster collaborates with corporations, government agencies and community organizations



to provide basic needs, education, employment, health, technology, and other supportive services and opportunities foster youth need to be successful.

### Core Programs

1. **Resources** – Connecting iFoster’s 80,000 members to the resources and supportive services they need to serve almost 500,000 children in care and transition-age youth. Each year iFoster delivers more than \$200 million in resources to over 150,000 children in and aging out of the foster system both directly and through resource navigation referral. Direct services include government benefits counselling, life coaching, technology access, guaranteed income and resource navigation. In addition, iFoster produces critical knowledge including self-directed trainings, How Do I’s and workshops for caregivers and youth to help them navigate the child welfare system and prepare for life after foster care.
2. **Success** – Providing multiple 10-month work experience programs and employing 350 interns annually.
  - Transitioning Age Youth (TAY) AmeriCorps –The innovative iFoster AmeriCorps service program provides an opportunity for foster youth to train and serve as peer resource navigators and mentors. The TAY AmeriCorps program serves as a stepping-stone for transition-age foster youth, giving them a chance to build public service careers.
  - Public Health AmeriCorps (PHA) – This program trains and employs transition-age foster youth to provide patient services support to the Federally Qualified Health Center, Eisner Health, providing hands-on work experience in healthcare with a pathway to permanent jobs.
  - Smooth Transitions – Resources, knowledge and employment opportunities that facilitate foster youth transitions into independence. Led by iFoster’s front-line staff with lived experience.
3. **Hope** – Delivering groundbreaking research and executes the Voice of the Community Survey to identify gaps in the foster care system as well as best practices and evidence-based, trauma informed policies, practices, and programs to support children and families in the child welfare system.

### Awards

- TAY AmeriCorps was honored as Best New AmeriCorps program nationwide in 2019 and AmeriCorps Excellence Award 2023.
- iFoster’s Jobs Programs were designated as a promising practice for foster youth employment by the Administration for Children and Family Services, Office of Program Research and Evaluation.



- Serita Cox was recognized as a White House Office of Social Innovation Citizen Innovator, an Echoing Green Fellow, an American Leader of Change, and James Irvine Foundation Leadership Award winner.
- Reid Cox was awarded AARP's Purpose Prize and the Congressional Angels in Adoption Award.

To respond to the tremendous need within the foster care system, iFoster has doubled its operating budget and doubled its nationwide virtual staff to 32 over the past year. Most of the staff come from the foster care system and have no prior professional experience. To ensure its team has the opportunities to develop professionally, iFoster seeks to augment its senior leadership with the recruitment of its inaugural Chief Operating Officer.

For more information, please visit [www.ifoster.org](http://www.ifoster.org)

### **POSITION**

Reporting to the Chief Executive Officer, the Chief Operating Officer (COO) of iFoster will serve as the first non-founding member of the senior management team and play a critical role in strategic planning and executing for the growth and evolution of the organization. The COO will lead a team of around 20 with five direct reports:

- Supportive Services:
  - Member Support
  - Resource Management
  - Government Benefits
- Jobs Program:
  - TAY (Transition Age Youth) AmeriCorps
  - PHA (Public Health AmeriCorps) TAY AmeriCorps

The COO will provide direction and guidance to staff around business process, talent and performance management, training, employee engagement, recruitment and retention. In collaboration with other leaders, the COO will develop and monitor goals and plans around operational efficiency, programmatic alignment, financial management, technology, and human resources.



## RESPONSIBILITIES

### Leadership and Strategic Planning

- With Programs staff, develop, communicate, implement, and monitor standard operating procedures; monitors same for compliance.
- Orient and train staff on iFoster policies and procedures.
- Serve as a member of the Senior Leadership Team and is responsible for key aspects of the organization's strategic plan.
- Collaborate with Program Directors and Managers to develop, monitor and improve program delivery and operational excellence.
- Use data to drive decision making with a focus on optimal staff and member experience.
- Provide leadership and direction to operations on managing crisis situations and best practices.
- Lead workforce planning.

### Operations and Processes

- Strengthen existing or create new operational systems to support responsive, cost-effective services.
- Guide and direct senior management in the implementation of operating plans; regularly appraise and evaluate the results of overall operations including programs and services, and report results to board, CEO and CFO.
- Maintain clarity and unity of purpose across the organization; ensure efficient resource utilization in light of competing and sometimes conflicting demands from the field as well as continued growth; and bolster pride in service, internal as well as external.
- Ensure iFoster operates with highly cost efficient and effective systems and processes.
- Remove all bottlenecks and ensure a flow-state in program operations.
- Develop benchmarking and performance tracking systems for all operational aspects of iFoster.

### Administrative and Financial

- Guide and lead Program Directors and Managers to analyze operational needs and develop budgets to support those needs. Ensure consistency in all aspects of program and business operations.
- Provide advice on operational issues, offer strategic recommendations on financial analysis and projections, cost identification and allocation, and revenue/expenses analysis.
- Support planning initiatives through financial and management information analyses, reports, and recommendations.



- Work closely with the management in planning and budgeting for the health of the organization and to create the organizational and programmatic capacity for growth.
- Ensure strong fiduciary guidance and compliance with best practices.

### **Team Development and Management**

- Promote a culture of high-performance customer service and continuous improvement that values learning and collaboration.
- Upgrade training efforts and ensure staff are aligned to responsibilities. Manage any succession planning issues.
- Mentor and develop staff using a supportive and collaborative approach: ensure staff receives timely and appropriate training, assign accountabilities, set objectives, establish priorities, and monitor and evaluate results.
- In concert with the Leadership Team, determine staffing levels that best support effective program delivery, budget compliance and ensures manageable workloads.
- Enhance and standardize employee training and development.
- Elevate synergy throughout the organization by enhancing team building, team morale, collaboration, individual and team accountability, and empowerment of staff.
- Attract, develop, and retain high-performance team members, empowering them to elevate their level of responsibility, span of control, and performance.
- Lead human resource efforts, developing strategies and processes to recruit, train, and support an outstanding and diverse staff as well as sustain excellence in the existing staff of the organization.

### **Board Participation**

- Participate in and reports on program, finance, policy and operations at board meetings.
- Liaise with leadership to understand all necessary aspects and needs of operational development, and to ensure they are fully informed of operational objectives, purposes, and achievements.
- Ensure activities meet with and integrate with organizational requirements for quality management, health and safety, legal stipulations, environmental policies, and general duty of care.

### **QUALIFICATIONS**

- A minimum of 15 years of professional experience, including significant operational management experience in scaling a multi-site, virtual organization. Experience working with and developing young, inexperienced staff highly desired. Strong understanding of the foster care community/stakeholders and/or experience working with foster and/or youth.



- Mission driven with passion for iFoster goals.
- Undergraduate degree required.
- Experience working with a family-owned business will be a plus.
- Recognized success in developing and monitoring systems to manage both internal operations and programmatic work that involve high levels of collaboration between multi-site units.
- Proven success in anticipating, developing, implementing, and monitoring the infrastructure, systems policies, and procedures of a rapidly growing organization. Proven success collaborating with founders and inexperienced staff.
- Can emotionally and mentally manage client crises (i.e. homeless, domestic abuse, CSEC) and the secondary-trauma impact and triggering on staff, including staff members with lived-experience.
- Strong mentoring and coaching experience to a team with diverse levels of expertise. An accessible, visible, and flexible management style that inspires trust and confidence in staff to work hard and well together. Stature, gravitas, and confidence to gain the credibility and respect of long-serving leadership.
- Keen analytic, organizational, and critical thinking skills which support and enable sound decision making in a complex organization; demonstrated resourcefulness in setting priorities and guiding investment in people and systems.
- Ability to translate financial data and concepts to those without financial training.
- Broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing.
- Ability to act and react as necessary, even if limited information is available; not afraid to take charge of a situation to ensure any voids are filled.
- Demonstrated high-level business planning skills, ideally in a fast-growing and complex environment that operates with a high-level of government requirements.
- Outstanding people skills with an exceptional capacity for managing, leading, and developing staff; ability to connect both on an individual level and in large groups; capacity to instill accountability, develop and empower individuals and teams throughout the organization from the bottom up. Strong commitment to developing, recruiting, and retaining team members; the foresight and ability to delegate.
- Excellent judgment and negotiation and conflict resolution skills.
- Self-reliant, keen problem solver, and results oriented. Unflappable, flexible, collaborative, and proactive.
- Can make decisions in a changing environment and anticipate future needs.



- A team leader who can positively and productively impact both strategic and tactical operational and administration initiatives.
- Ability to operate as an effective tactical and strategic thinker. Willing to roll up his/her sleeves, not dependent upon an army of support staff.
- Mature and proactive.
- Direct and persuasive communication skills. Active listener. Extremely transparent and open communicator.
- Excellent leadership skills, with an ability to work with diverse groups of people in a virtual environment.
- Personal qualities of integrity and credibility.
- High emotional intelligence and resilience with the ability to thrive amid crises.
- Ability to set a vision for excellence across a nation-wide virtual organization and develop a training, support, and accountability structure to ensure the successful implementation of that vision.

#### **APPLICATION PROCESS**

iFoster is an Equal Opportunity Employer and encourages candidates of all backgrounds to apply for this position.

iFoster's Search Committee requests that all inquiries, nominations, and applications be directed to iFoster's search firm, The Dubrof Group, at [iFosterCOO@dubrof.com](mailto:iFosterCOO@dubrof.com). Any communication with iFoster will be directed to The Dubrof Group. Applications should include a letter of interest and a current resume in WORD. Please indicate in your cover email where you learned of the opportunity. Please note that only those candidates invited for screening will be contacted. NO PHONE CALLS PLEASE.