



Job Announcement: Chief Operating Officer

ABOUT Walden Family Services

Walden Family Services supports children, families, and vulnerable youth through transitional housing, youth development, and inclusive, LGBTQIA+-affirming services. The organization provides safe, stable housing and comprehensive support that helps young people build life skills, pursue education and employment, and move toward self-sufficiency. In addition to youth services, Walden offers free parenting classes for families with young children, empowering caregivers with tools and confidence during early childhood. Historically known for foster care and adoption, for 50 years, Walden has been recognized for trauma-informed, culturally responsive, evidence-based care across San Diego, Los Angeles, Riverside, and San Bernardino Counties.

POSITION DESCRIPTION

The Chief Operating Officer (COO) is a strategic, mission-driven executive responsible for overseeing Walden's full portfolio of child welfare, housing, and community programs. Reporting directly to the Chief Executive Officer, the COO ensures that programs are fiscally sound, outcome-driven, and fully compliant with all regulatory requirements. This leader serves as Walden's primary Community Care Licensing (CCL) Administrator of Record and represents the organization at required DCFS provider meetings. The COO is a collaborative partner, a strong communicator, and a relationship-builder who can engage authentically with staff, county partners, funders, and community stakeholders. Ideally a licensed clinician, the COO fosters a culture of accountability, innovation, and excellence across all program areas.

The COO is responsible for:

Strategic and Collaborative Leadership

- Providing strategic oversight and day-to-day management of Walden's program portfolio.
- Supervising Program Directors, Managers, Supervisors, Housing Navigators, and licensing staff across all service areas.
- Building a positive workplace culture that fosters communication, accountability, and innovation.
- Ensuring programs are aligned with Walden's mission, values, and quality standards.
- Representing Walden at DCFS provider meetings and other county, state, and community forums.

Program Operations & Regulatory Compliance

- Serving as the designated CCL Administrator of Record for all licensed facilities
- Overseeing all CCL compliance activities and ensuring staff meet CCL hiring requirements
- Managing THP-NMD operations in accordance with Title 22 and AB 12/212 regulations
- Coordinating with case managers, caregivers, and county partners to support youth transitions to independence.
- Overseeing YHDP Housing Navigators and ensuring compliance with HUD and CoC guidelines
- Monitoring housing placement outcomes and stabilization rates
- Overseeing community programs and partnerships, ensuring cultural responsiveness and equity.

Quality Assurance (QA) & Accreditation

- Leading Walden's QA infrastructure including monitoring, case audits, and outcome tracking
- Conducting internal reviews and reviewing QA reports quarterly with the CEO and Board of Directors
- Identifying areas for improvement and driving corrective action planning

Community Relations & Stakeholder Engagement

- Building relationships with community allies, schools, faith-based organizations, and businesses
- Representing Walden at community events, coalition meetings, and public forums
- Collaborating with nonprofit partners to identify opportunities for shared impact
- Engaging constructively with local, state, and federal officials

RFP Development & New Program Implementation

- Researching and responding to RFPs and funding opportunities aligned with Walden's priorities
- Overseeing and when needed, writing government proposals, developing program narratives, budgets, and work plans
- Leading the design and launch of new programs, including staffing plans, policies, and outcome frameworks

Finance, Board Accountability & Legal Compliance

- Preparing and presenting program metrics and service results to the Board of Directors
- Working with Finance/Accounting to ensure accurate program data and fiscally sound operations
- Monitoring legal and contractual compliance and escalating concerns to the CEO
- Participating in Board meetings as required

QUALIFICATIONS

- Master's degree in Social Work (MSW), or Psy.D required. LCSW preferred.
- Minimum 7 years of progressive experience in nonprofit program management, child welfare, or social services with at least 3 years in a senior leadership or administrative role.
- Strong performance management, communication, and relationship-building skills.
- Demonstrated success writing competitive RFPs for government grants.
- Financial acumen and ability to interpret program budgets.
- Commitment to trauma-informed care, racial equity, and culturally responsive service delivery.
- Valid California Driver's License and ability to travel regularly.
- Ideally, experience administering CCL-licensed programs, and the ability to serve as CCL Administrator of Record.
- Ideally, working knowledge of THPP, NMD, AB 12/212, and LA DCFS systems.
- Experience with YHDP, HUD CoC, or housing navigation programs preferred.

COMPENSATION & BENEFITS: Salary Range: \$145K-\$175K with bonus incentive. Medical, dental, and vision coverage; 401(k) retirement plan; generous PTO and holidays; mileage reimbursement for required travel; and prof. development support.

HOW TO APPLY: Please email a resume and cover letter by **NO LATER THAN JUNE 19TH AT 5:00 PM** to Search@patlibby.com.
SUBMISSIONS WITHOUT A COVER LETTER WILL NOT BE ACCEPTED.

Walden Family Services is an equal-opportunity employer committed to inclusive hiring and dedicated to equity, diversity, and culturally responsive service delivery.