



**Chief Operating Officer**  
Footbridge for Families  
Pittsburgh, PA

**MISSION AND ORGANIZATION**

Independence and the ability to pursue happiness are cornerstones of the American dream. Government programs and policies that support families who struggle to make ends meet have been built and rebuilt with this goal in sight. However, the heft of bureaucracy fails when families are \$100 beyond the limit of income-eligibility for food stamps or utility assistance, when families don't know about the programs for which they are eligible, or when the inflexibility of existing programs is unable to accommodate time-sensitive short-term needs. Footbridge for Families (Footbridge) solves these problems. Footbridge provides the flexible, transient pathways for families to get past financial crises, enroll in the programming designed to increase financial stability and learn about the social supports that are available in our country such as home visiting and Early Intervention.

Footbridge partners with a broad spectrum of organizations from educators to pediatricians to more traditional human-service providers. Interfacing with such a vast network of trusted referral partners enables us to reach as many families as possible and make connections between providers. It also ensures that financial requests that come to Footbridge are vetted so that we can make payments up to \$600 to third-party providers within 48-hours, a response-time unparalleled in the world of basic-need assistance but that is often needed for families in crisis. In every case, we integrate case management so that the modest short-term financial aid is linked to longer-term transformative impact.

**POSITION OVERVIEW**

Reporting directly to the Founder & CEO, the Chief Operating Officer (COO) is a new position created to lead the efforts of the Footbridge organization. An essential member of the Executive Team, the successful candidate will be accountable for all Footbridge business operations. The COO will be a strategic manager, able to balance the organization's mission and strategies while overseeing operational and managerial needs. The COO will lead revenue generation through the development of partnerships and relationships with regional organizations.

Footbridge seeks a leader with excitement for the work at hand as well as respect, empathy and compassion for the communities and individuals served by its mission. With an eye for efficiency, the successful candidate will align operations with the organization's strategies and impact while maintaining a culture of positivity, growth, and accountability.

The COO will be able to pivot and respond quickly in a rapidly changing landscape of emergency aid, with a deep understanding of the nature of start-up organizations.

### **Essential Responsibilities:**

#### **PROGRAM**

- Oversee the implementation and continuous improvement of Footbridge's core services.
- Maintain official records and documents, including family, referral partner, and volunteer agreements.
- Recruit and onboard new referral partners.
- Collaborate with the CEO and board on the strategic plan and assure achievement of the goals and objectives included in the plan.
- Maintain a working knowledge of significant developments and trends in the field and recommend improvements in line with recommended practices.
- Oversee the monitoring and documentation of program outcomes.
- Determine what services ought to be performed by third-party consultants and contractors, ensuring that they deliver high value, quality work.
- Ensure review, maintenance and adherence of policies for expenditures of Footbridge funds.

#### **HUMAN RESOURCES**

- Manage and support the recruitment of an effective team, including volunteers and interns, to achieve Footbridge's mission.
- Ensure that job descriptions are maintained and current, that performance evaluations are held according to policy, and that sound human resource practices are in place.
- Maintain a work culture that supports diversity and inclusion and helps all employees perform at their best.
- Assign work to staff in alignment with organizational needs and expectations/skills of individuals.
- Establish professional development objectives and direct training investments to grow the capabilities of the organization.

#### **FINANCIAL MANAGEMENT**

- Fundraise and develop other revenues necessary to ensure the financial health of the organization and assure adequate resources to meet its mission.
- Work with the CEO and Director of Fiscal Services to submit a proposed annual budget

and monthly financial statements to the finance committee of the board which accurately reflect the financial condition of the organization.

- Assure sound fiscal management that generally anticipates operating within the approved budget, ensures maximum resource utilization, and maintains the organization in a positive financial position.
- Provide necessary documentation for outside auditors, helping to assure a clean annual audit.

### **COMMUNICATION AND COMMUNITY RELATIONS**

- Serve as a primary spokesperson for Footbridge for Families.
- Oversee marketing and other communications efforts.
- Develop strong partnerships with community organizations to promote collaborations, increase referrals and monitor changes that may affect Footbridge and our participants.
- Publicize the activities of the organization, its programs and goals.

### **Qualifications:**

- Located in and knowledgeable about resources in the Pittsburgh, PA region.
- Transparent and high integrity leadership.
- Excellent written and oral communication skills.
- Three or more years senior management experience. Experience and familiarity with the human service and/or health care sector preferred.
- Ability to prioritize and manage multiple tasks, to analyze and solve complex problems, and to exercise sound judgment in a high-pressure environment.
- Demonstrated ability to oversee and collaborate with diverse staff, program participants and other stakeholders.
- A history of successfully generating new revenue streams and improving financial results.
- Active fundraising experience. Excellent donor relations skills and understanding of the funding community.
- Strong financial management skills, including budget preparation, analysis, decision making and reporting.

### **Work Environment:**

- Remote (in Pittsburgh, PA area). Flexible work schedule. Bring Your Own Device (BYOD).

### **Starting Salary:**

- \$50,000 with paid time off. As the organization grows, salary is expected to grow.

### **How to Apply:**

Specific questions related to the position may be emailed to the contact listed below.

Interested candidates should email their resume and cover letter. All information will remain

confidential.

All materials due by June 14<sup>th</sup>, 2021.

Please submit to: [careers@afotbridge.org](mailto:careers@afotbridge.org)