



Empowering People. Transforming Lives.

Job Title: Chief Operating Officer, Clinical & Programs (COO)

Reports to: Chief Executive Officer

To apply: Please submit all applications (resume and cover letter) to <https://apply.thehiretribe.com> and email contact@thehiretribe.com with any questions.

About The Organization:

Jewish Family & Children's Services of Northern New Jersey (JFCS) is a nonprofit, health and human services agency committed to improving the lives of individuals and families across our region. Rooted in Jewish values and tradition, we offer compassionate, professional support to all who turn to us—regardless of background, faith, identity, or circumstance. Our mission is to strengthen and enhance the well-being of the community by providing high-quality services that meet life's many challenges.

Guided by a newly adopted strategic plan, we are focused on expanding our reach, deepening our community partnerships, and enhancing our long-term sustainability. At JFCS, you will join a passionate, mission-driven team that focuses on professional excellence while espousing belief in the power of dignity, empathy, and respect.

About the Role:

The Chief Operating Officer, Clinical & Programs (COO) serves as a key member of the executive leadership team, providing strategic and operational leadership to advance the effectiveness, integration, and quality of services across JFCS. The COO works in close partnership with the CEO to ensure that all programs and services are mission-aligned, responsive to evolving community needs, and delivered with strong clinical and operational integrity.

In this role, the COO guides and supports Department and Program Directors in our four pillars of service (Mental Health Services, Older Adult Services, Food Insecurity Services, and Basic Needs Assistance) in the design, implementation, and continuous improvement of agency services, ensuring alignment with community needs, best practices, and organizational priorities. The COO fosters a culture of accountability, quality, and responsiveness across all programs.

In addition, the COO ensures organizational compliance with internal policies, government regulations, and funder requirements, while overseeing systems for record keeping, data tracking, and reporting that support effective decision-making for leadership, the Board, staff, and external stakeholders.

Key Responsibilities:

- Coordinate with Department/Program Directors to ensure compliance with agency contracts and grants
- Provide guidance and recommendations to Department/Program Directors regarding the design and implementation of agency services that reflect the needs of clients and community
- Design and ensure implementation of new programs concurrent with Agency mission and serve as an ambassador to the community and other organizations on all JFCS programs and services
- Monitor organization-wide client referral, case management and record-keeping system, tracking clients' progress through JFCS, from intake to discharge. Maintain reports as required by agency management, Board and/or funders
- Provide clinical supervision to clinicians who report to the COO
- Monitor the mechanism for internal referrals that link JFCS Divisions/services to each other
- Oversee the Continuing Quality Improvement process and design systems to track and monitor the quantity and quality of all services
- Oversee clinical and administrative risk management agency-wide
- Serve as the HIPAA compliance officer
- Negotiate service contracts under the supervision of, or in concert with, the CEO
- Interface with the Board of Trustees and staff Board Committees as needed
- Function as a member of the agency Executive Management Team
- Supervise staff as needed.

Qualifications:

- Current Licensed Clinical Social Worker (LCSW) with clinical supervision certification
- 10+ years of relevant experience
- Experience building and leading high-performing, successful teams
- Exceptional communication, relationship-building, and leadership skills
- Strong strategic thinking with the ability to turn vision into actionable plans
- Knowledge of, and connection to, the Jewish community is a big plus
- Passion for the mission of JFCS and a deep commitment to social impact
- Comfortable with computer databases and other appropriate programs

Compensation & Benefits:

- Competitive salary of \$160,000–\$190,000, commensurate with experience
- Comprehensive medical, dental, and vision insurance
- Life insurance coverage
- Paid time off (PTO) and medical leave
- Paid federal and Jewish holidays
- 403(b) retirement plan with employer contribution
- Supportive work culture

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