

## Position Description

### Senior Director, Statewide Quality Improvement Systems

**FULL TITLE:** Senior Director, Statewide Quality Improvement Systems

**SUPERVISOR:** Vice President, Continuous Quality Improvement

**PURPOSE:** The Senior Director, Statewide Quality Improvement Systems is a key member of the leadership team in the Forum's Youth Program Quality unit with responsibility for overseeing all statewide quality improvement system building efforts, including statewide quality networks, childcare QRIS systems, and 21<sup>st</sup> CCLC supports. The person taking on this position will be a keen strategist and skilled tactician with a deep expertise in advancing youth program quality initiatives at the state level. The Senior Director will lead a team of people and projects focused on building quality improvement systems to support positive youth development in state level systems and will partner with leaders across the organization to advance the Forum's state level initiatives.

## Organization & Background

Founded in 1998, the **Forum for Youth Investment** is a national nonprofit, nonpartisan "action tank" with a mission to advance equitable youth opportunities and outcomes through quality capacity building and policy action across systems and sectors. It is our vision that all young people reach their fullest potential – in education, work, and life.

The Forum is a thriving organization with a budget of \$8 million, a staff of 40, and headquarters in Washington, DC. The Forum overall is funded by a mix of foundations, corporations, and a fee-for-service contract base. For more information on the Forum, please visit [www.forumfyi.org](http://www.forumfyi.org).

In 2008, the Forum acquired the David P. Weikart Center for Youth Program Quality to strengthen programs and adult practice by building the capacity of public and private agencies to implement quality improvement and performance systems that simultaneously foster professional learning and whole-child development. The Forum's YPQ research-based core products and services are currently used in more than 4,500 out-of-school time settings nationally and form the basis for quality improvement systems in over 140 publicly and privately funded systems. The YPQ unit helps youth-serving systems build the safe, supportive, interactive, and engaging environments that are foundational to youth development. From data-driven tools to expert trainings, we equip leaders who serve young people with the positive youth development and SEL-informed resources they need to create a culture of continuous improvement for staff and for youth.

## Position Responsibilities

The Senior Director, Statewide Quality Improvement Systems is the organization's leader for quality improvement efforts at the state level, working to advance the quality of youth experiences in programs and systems. Working across the Forum, this role is a good fit for

someone who has experience building quality improvement systems that advance positive youth development at the state level and can partner effectively with colleagues focused on research, policy and/or cross-systems consultation to support high quality youth programs, within and across systems. The Senior Director is a critical contributor to the youth program quality unit's leadership team, and a thought partner to leaders across the organization. Specific responsibilities include but are not limited to the following:

### **Youth Development Centered CQI System Design with State Systems**

- Lead the Forum's business development for statewide quality improvement system building work, identifying potential state customers to deliver program quality consultation across youth serving fields (out-of-school time, education, workforce development, juvenile justice, and child welfare). Identify and respond to RFPs and develop a mechanism to gather insights on wins and losses to refine business development strategies.
- Support the EVP, Cross-Systems Consulting working on their team in a matrixed environment, providing consultation on YPQ to state partners.
- Design products and develop content for the Forum's communications channels, identifying state model policy and practice for YPQI.
- Collaborate closely with the Director, Equitable Quality Improvement systems to ensure an aligned and equity centered approach to continuous quality improvement systems building across state, local, and national efforts.
- Provide day-to-day planning and management to a portfolio of statewide quality improvement projects, with the potential to intersect or work directly with other youth-serving systems at the state level.
- Oversee project management for youth program quality improvement deliverables for state clients, ensuring they are on time, on budget, with the highest levels of quality and customer/stakeholder satisfaction.
- Lead, coach, and manage staff working on statewide quality improvement projects to maximize performance and produce results aligned with the organization's strategy and impact metrics. Using a continuous improvement framework, develop strategies to support a collaborative culture, shared accountability, and efficiency.

### **Coaching, Technical Assistance, and Thought Partnership with System Leaders**

- Adopt collaborative and participatory approaches to working with customers and field partners to allow us to consistently identify and amplify practices, frameworks, tools, and resources that support high quality and equitable youth serving systems, including the adaptation and revision of current YPQ tools and resources.
- Work to explicitly and systematically center youth and family engagement in statewide quality systems work.
- Collaborate effectively with other units and organizational functions, including cross-sector consulting, strategic communication, policy, research and evaluation, coaching and training, and national/local quality improvement initiatives.



## Project Management

- Provide leadership related to management of complex large-scale projects for statewide systems, including leveraging project management tools and best practices.
- Provide management and ensure completion of the day-to-day tasks that support YPQ customers, in partnership with Internal Services.
- Provide thought partnership and business development that supports high quality implementation of consultant, training, and technical assistance services to a range of clients.

## Performance/Character Requirements

We are looking for colleagues eager to be on a career path that involves continuous learning and growth. Team members across all levels of the Forum engage with one another and foster the development of others to achieve a high level of competency in these characteristics and leadership qualities:

- **Manages Self** – You ask for feedback on impact of your behavior on others. You identify and follow through on actions in response to constructive feedback. You honestly assess your own strengths and know what weaknesses need support.
- **Leads Courageously** – You act courageously to make changes that will improve the organization. You consistently drive to successful outcomes and stay composed and positive in challenging situations.
- **Communicates Effectively** – You communicate (both in writing and verbally) clearly, succinctly, and in a timely manner. You provide information people need to know to do their jobs, make accurate decisions, and to feel part of a team. You are able to engage an audience and achieve the desired effect in a variety of formal presentation settings.
- **Builds High-Performing Teams/Develops Others** – You form and lead teams capable of getting results. You create a learning environment of creativity and engagement. You can effectively raise and resolve conflict with the team. You provide frequent and timely developmental feedback to others and construct compelling developmental plans. You take personal responsibility for mentoring high-potential employees.
- **Makes Quality Decisions** – You clearly state where you stand on issues, even if it is unpopular. You seek input from appropriate parties before making decisions, and still make timely decisions.
- **Demonstrates Strategic Agility** – You anticipate future consequences and trends accurately. You're able to align your goals to the overall organizational strategy. You can create breakthrough strategies and plans.
- **Demonstrates Business Acumen** – You understand and create opportunities to cultivate and support exceptional partnerships. You are able to make the case for decisions and initiatives. You adapt strategies and tactics to create a success defined by metrics.
- **Influences and Negotiates** – You influence others by building coalitions or alliances among diverse groups. You effectively adapt influence strategies depending upon the



situation. You're skillful at removing barriers that get in the way of effective collaboration among groups.

- **Manages Vision and Purpose** – You inspire commitment to a compelling vision and shared values. You create a climate in which people want to do their best. You're able to champion change and lead the organization through a transition.
- **Thinks Strategically, Executes Skillfully** – You can see the forest through the trees and know how to craft strategic short and long-term programs that are aligned with organizational goals. At the same time, you can't wait to roll-up your sleeves and get the work done.
- **Is Goal Oriented** – We want someone who is a doer, with doggedness, a determination and commitment to reach a goal, and a strong bias toward action. You always find a way to make it happen.
- **Demonstrates Creativity** – While there are tried-and-true tactics in your toolbox, you explore new ways of thinking and continually strive to create best-in-class programs that move your organization and field forward.
- **Handles Ambiguity** – You can effectively cope with change and lead others through it.
- **Communicates Assertively** – As a senior-level communicator, you express opinions directly, confidently, and accurately. You can also be very persuasive and influence the way others think, feel, or behave.
- **Collaborates & Values Relationships** – You can quickly gain the respect and trust of your peers, colleagues, and leadership team. You understand the importance of listening, asking probing questions, and allowing others to be heard.
- **Takes Risk** – The entrepreneurial spirit shines through in your willingness to experiment with new approaches and act even though the outcome is uncertain.
- **Models Diplomacy** – You have worked in diverse settings and teams and understand the cultural sensitivities of doing business with partners and clients around the country. You are tactful in dealing with diverse people or situations.
- **Exhibits Professional Acumen** – You demonstrate confidence, experience, and poise under pressure.

### Qualifications

Eight (8) or more years of experience leading in youth-serving systems. A degree in youth development, social work, education, or related fields is preferred.

In addition, the successful candidate will have:

- Demonstrated expertise in leading change in youth-serving systems at the state level, across a range of political contexts.
- Strong track record in winning contracts and grants.
- Proficiency with designing and managing workflow to support the simultaneous design and delivery of multiple customer-facing projects with varied complexity.



- Knowledge of continuous quality improvement and/or the Forum's Youth Program Quality Assessment, Youth Program Quality Intervention, social and emotional learning resources, and/or low-stakes quality improvement policies and systems.

*This is not an exhaustive list of all responsibilities, duties, skills, efforts or requirements or working conditions associated with the job. While intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require different tasks. This description does not constitute a contract of employment and The Forum may exercise its employment-at-will rights at any time*

### Working Environment

Flexibility is required to adapt to the dynamic work environment of a non-profit "action tank" that has national clients and exposure during a key inflection point in the organization's development. Ability to lead and advise on change management initiatives is essential. Occasional travel is expected for in-person team meetings and client/partner meetings (estimated 5-15% time).

### Position & Compensation

The salary range, duties and responsibilities of this position meet the requirements of Section 13 (a)(1) of the Fair Labor Standards Act and therefore qualifies as an "exempt" position. The starting salary for this position is targeted between \$95,000 and \$120,000 based upon knowledge, skills, experience, and geographic location, with a comprehensive benefits package. Please send resume and cover letter with salary requirements to: [jobs@forumfyi.org](mailto:jobs@forumfyi.org). Applications will be reviewed on a rolling basis. If your application is selected for an interview, you will be contacted directly. No telephone calls or inquiry emails, please.

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*The Forum for Youth Investment is committed to creating a diverse work environment and is proud to be an Equal Opportunity Employer and drug-free workplace, and to comply with ADA regulations as applicable. All applicants are considered for all positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, severe/morbid obesity, medical condition, military/veteran status, genetic information, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local laws. We encourage individuals of all backgrounds to apply. If you are a qualified candidate with a disability, please email us at [jobs@forumfyi.org](mailto:jobs@forumfyi.org) if you require a reasonable accommodation to complete your application.*