

## SENIOR DIRECTOR OF OPERATIONS

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**Department:** Programs

**FLSA Status:** Exempt

**Reports to:** Executive Director

**Supervises:** Advocacy, Equipping, Marketing

**Location:** Montana

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### WHO WE ARE

The Crisis: The truth is there are not enough equipped families to care for Montana's most vulnerable children who enter the foster care system due to abuse and neglect.

The Solution: Whether a child's need is a few days, a few months, or forever **our vision is a family for every child.** We raise up bold and passionate Christians to do the hard work of caring for these children in our communities. **Our mission is to find and equip foster and adoptive families for children who have suffered abuse and neglect.**

#### Organizational Values:

##### **Hopeful in Vision.** (*2 Corinthians 4:18*)

We fix our eyes on what is unseen, both the children and the future God has for them. We live by His promises, believing in a day when families wait for children, not the other way around. Compelled by what can be, we pursue innovative, Spirit-led ways to advance the mission.

##### **Fearless in Action.** (*Joshua 1:9*)

We step into hard and uncertain places with boldness, not because of our strength, but because of the Spirit within us. Our courage is forged in surrender and refined through obedience. We move beyond comfort and control, trusting God to work through us.

##### **Relentless in Pursuit.** (*1 Corinthians 15:58*)

We are unyielding and urgent in our efforts. Compelled by love and the weight of the mission, we press forward with unwavering resolve, trusting that every step matters. We will not stop until every child is seen, known, and welcomed into a loving family.

##### **Joyful in Spirit.** (*Isaiah 55:12*)

As ambassadors of Christ, we go out in joy, knowing our path is marked by light. The work is not easy, but He is with us. Our joy is a deliberate act of obedience, rooted in who Christ is and what He has done. Defined by the One who dwells within us, our presence is nimble and free.

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## THE ROLE

The Senior Director of Operations (SDO) is a senior leadership role responsible for driving the execution, alignment, and performance of Child Bridge's strategic and operational plans. This role is a critical partner to the Executive Director, combining strategic planning, organizational leadership, and operational oversight to ensure initiatives move from vision to measurable mission impact. The SDO translates long-term organizational goals into actionable initiatives, establishes operational structures and rhythms, and ensures cross-departmental alignment, accountability, and performance.

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## THE DAY TO DAY

### Your essential duties and responsibilities:

- Strategic Planning & Organizational Vision – Partner with the Executive Director to create long-term organizational strategy, influencing organizational priorities through insight, reporting, and strategic recommendations.
- Operational Leadership & Project Management – Translate strategic goals into actionable initiatives, priorities, and operational plans that drive mission impact. Direct program initiative management, timelines, workflows, and dependencies, ensuring projects are executed efficiently, on time, and with measurable outcomes.
- Cross-Departmental Alignment & Collaboration – Lead alignment and collaboration across departments, programs, and external partners. Serve as a strategic catalyst to program departments, providing guidance on operational priorities, project execution, and performance optimization.
- Organizational Performance & Metrics – Establish and monitor key program and service performance indicators (KPIs) to assess impact, identify trends, and guide data-driven decision-making. Analyze outcomes to inform continuous improvement and strategic adjustments.
- Change Management & Innovation – Lead operational change and process improvement initiatives, guiding departments through technology adoption and new structures. Introduce innovative approaches, systems, and tools to optimize workflows, engagement, and organizational capacity.
- Performance Technology & Systems Oversight – Partner with program department leaders to ensure operational platforms and technologies (CRM, data analytics, reporting tools, project management systems) are integrated effectively and used to support strategy, execution, and measurement.
- Resource, Budget & Vendor Management – Oversee allocation of resources, budgeting, and vendor/partner relationships across operational initiatives. Ensure financial stewardship, ROI, and mission alignment in all operational expenditures.
- Executive Team Enablement & Leadership Coaching – Facilitate executive team meetings, planning sessions, and strategic reviews. Coach and develop direct reporting team in performance management, accountability, role clarity, and cross-functional collaboration.
- User Experience & Program Optimization – Identify and implement strategies to optimize user journeys, service engagement, and outcomes across Child

- Bridge programs and services. Ensure operational processes enhance effectiveness and stakeholder experience.
- External Representation – Represent Child Bridge externally to partners, funders, and networks regarding strategic initiatives and organizational planning.
- Mission, Culture & Spiritual Integration – Inspire a culture that embodies Child Bridge's mission, vision, and values. Ensure all operations reflect empathy, respect, and trauma-informed principles. Actively participate in team prayer, spiritual formation, and faith-informed leadership.

### Work Environment

- The normal work environment is an office environment with meetings offsite in conference areas, coffee shops, and/or other public spaces. Other working environments may include parks, event centers, other family-oriented meeting spaces, and family homes. Due to the nature of these spaces, weather and temperature may vary. Churches are a regular environment space for recruiting and coaching efforts.
- Noise level in the work environment is moderate.
- The work schedule varies based on the needs of the organization and will have weekend and evening work.
- Regular travel within home office region.
- Travel to other regional office sites, team gathering locations, and event sites on an as needed basis.

*To perform this job successfully, an individual must demonstrate capacity or potential to perform each essential duty with excellence. The above statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required. Other duties may be assigned. The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job.*

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## **TO BE SUCCESSFUL**

### Your knowledge, skills, and abilities:

- Knowledge of child welfare and/or the foster care system:** You understand the complexities of child welfare systems.
- Biblical call to fostering:** You are deeply familiar with Scripture that shows God's father heart for the orphan, alien, outcast, and those on the margins of society and can communicate this to a wide variety of audiences.
- Strategic Thinking:** You can develop, contribute to, and execute strategic plans that align with the goals of a mission.
- Leadership:** You can develop, coach, and empower a team to achieve organizational goals and initiatives, driving innovation and managing change effectively.
- Analytical Thinking:** You can evaluate data and offer creative solutions based on the analysis. You can effectively deal with complex variables in situations where limited standardization exists.
- Goal-oriented:** You have high regard for accountability, impact outcomes, and performance measures.
- Highly efficient in time and project management:** You are self-disciplined and forward-thinking, providing deliverables in a quality and timely manner. **Resource Management:** You can manage both fiscal and people resources in executing a strategic plan.

- **Collaboration:** You enjoy fostering teamwork and partnerships.
- **Receptive to feedback:** You value constructive feedback and seek opportunities to improve your work.
- **Sound perception in conversations, observation, judgment, and decision making:** You know how to listen both to the said and unsaid, you know how to ask questions to gather more information, and you know how to take the next right step.
- **Warm and relational verbal, written, and interpersonal communication skills:** You can connect with a variety of people in a range of settings such as small gatherings, large groups, individual meetings, virtual meetings, over the phone, etc.
- **Confidentiality:** You understand and respect the confidential nature of the child welfare system.
- **Active learner:** You are willing to collaborate with others and embrace new ideas. You enjoy growing in knowledge and skill along the journey.
- **Proficient in Microsoft office suite:** We use it all; Outlook, Word, Excel, PowerPoint, Teams, OneDrive, SharePoint.
- **Capable of working with a variety of technology:** We use Customer Relationship Management systems, video conferencing, cloud-based applications, Apple products, etc. Our team is spread across the state, so we are always online.

*Your education, certification, experience and/or other requirements:*

- Bachelor's degree in business administration, nonprofit management, or a related field; master's degree preferred.
- Minimum of 8 years of experience in ministry leadership, non-profit, or business is preferred. Equivalent education and experience will be considered.
- Proven experience in a senior strategic and operational role, preferably within a nonprofit organization.
- At least 5 years of experience in successfully supervising and coaching teams is preferred.
- At least 3 years of experience in effectively building remote teams is preferred.
- At least 3 years of program and service design and implementation if preferred.
- Preferred experience with TBRI® (Trust-Based Relational Intervention).
- Must have a valid driver's license, active and up to date liability coverage, and a dependable vehicle.

*Physical Demands*

- 1/3 of the time be able to: climb or balance; stoop, kneel, crouch or crawl; lift up to 50 pounds; push or pull up to 25 pounds.
- 3/4 of the time be able to: stand; sit; walk; use close vision (20 inches or less) for computer work; reach with hands and arms.
- 3/4 of the time be able to: consistently use hands; talk and hear.

*The above is representative of the faith, values, knowledge, skills, abilities, education, experience, physical demands and other requirements an employee needs while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

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## APPLICATION PROCESS

To apply for the Senior Director of Operations position, email a cover letter, resume, and three professional references to [careers@childbridgemontana.org](mailto:ccareers@childbridgemontana.org). In your cover letter, please detail your interest in our mission and how you see yourself making an impact in this role. **Applications will be accepted through Friday, January 30th.**

Subject to the Constitution of the United States and all applicable state and federal laws, Child Bridge does not discriminate in its employment practices or in the administration and dissemination of its programs and services. We are dedicated to having an inclusive environment. We provide reasonable accommodations for applicants with disabilities to ensure equal access to the hiring process. If you need assistance, please contact Human Resources via [careers@childbridgemontana.org](mailto:ccareers@childbridgemontana.org).