Design Thinking and Improvement Science to Effectively Deliver Prevention Services

A Foster America fellowship in partnership with:
New York City Administration for Children’s Services, Division of Prevention Services

Foster America fellows leverage their diverse professional backgrounds as they assume leadership roles at child welfare agencies, improving outcomes for our nation’s most vulnerable children and families. In partnership with the New York City Administration for Children’s Services (ACS), we seek an experienced design thinker and strategist to join the Division of Prevention Services, Community-Based Strategies team. This team was created two years ago to oversee strategic planning, design, and program implementation for 200 programs serving 45,000 kids across the city each year. Ultimately, the team’s high-profile efforts focus on creating a more just and positive user experience for all families served by ACS. The fellow will play a key role in designing and testing approaches to prevention service delivery that best meets the needs of local families.

About this Role:
The fellow will leverage skills in design thinking and improvement science to develop and launch new approaches to prevention service delivery, bringing in family voice to the planning process and responsively meeting the needs of local communities in New York City. Over the course of 18 months, the fellow will:

- Develop a framework for direct community engagement and facilitate meaningful participation of community members and stakeholders in program planning, design, and launch.
- Engage with key internal and external stakeholders, community members, and others to ensure strategic alignment of community investments and the development of shared aims at the neighborhood level.
- Oversee the implementation and evaluation of new programs, initiatives, and demonstration projects including research, data collection, contract management, development of performance indicators and monitoring tools.
- Develop systems for program management that includes ongoing collaboration with model developers, site visits and relationship building with providers and front line staff, emphasis on community and family engagement to ensure and maintain utilization, feedback from clients during and after services, and outcome and impact measurement.
- Conduct research to explore innovative strategies for improving service delivery and collaboration among providers.

About the Fellowship:
The Foster America Fellowship is an opportunity to radically improve the lives of our nation’s most vulnerable children by designing and implementing innovative solutions to some of the foster care system’s most complex problems. Fellows apply the skills they have cultivated in
other sectors as they transition to full-time, 18-month positions at child welfare and human service agencies. In their roles, fellows focus on high-impact reform projects to create better and more equitable outcomes for children, families, and communities affected by child abuse, neglect, trauma, and poverty. Each role is designed to have an immediate and lasting local impact while also informing solutions that can be scaled nationally. Foster America fellows receive extensive training and professional development with a cohort of peers, positioning them to thrive and grow as social change leaders during the fellowship and beyond. This support includes:

- Cutting-edge training focusing on results-driven leadership, human-centered design, child welfare context, racial equity, innovation, and more.
- An influential network of purpose-driven, like-minded professionals including fellows, Foster America staff, and the child welfare field’s most innovative leaders.
- Individualized coaching, mentoring, and support.
- Career development for alumni who pursue leadership positions in child welfare and related sectors.

**About the Administration for Children’s Services, Division of Prevention Services:**
The fellow will be placed at the Administration for Children’s Services in New York City, within the Division of Prevention Services (DPS). DPS and its network of contracted providers deliver community-based services across NYC to improve safety, well being, and permanency for thousands of families each year. The newly formed Community Based Strategies (CBS) branch of DPS is charged with integrating, coordinating, managing, and overseeing the implementation of evidence-based and other community and primary prevention program models. In all projects, CBS is committed to using an approach guided by data, research, and the voices of the communities they serve.

**Position Highlights:**
- Community Based Strategies team is engaged in high-profile projects with significant runway, for which thinking outside the box is encouraged.
- The team’s mission is to develop a “socially just social services system,” where families are treated equitably and have positive experiences with ACS.
- This role is an expansion of Foster America and ACS’s existing partnership, offering the opportunity to work with Foster America fellows already serving in the agency.
- Fellow will be employed by Foster America, with a salary range of $80,000 to $90,000 and full benefits.

**Eligibility Requirements:**
- Fellows must have U.S. work authorization.
- Fellows must be able to work full-time for at least 18 months starting in January 2019.
- Fellows must work on-site at their host agency.
- Fellows must travel quarterly to attend training sessions that last from three to five days and occasionally include weekend flights.
Fellows must pass all host agency and employer requirements, which may include criminal background checks, drug screening, and civil service examinations.

Compelling Candidates Are:

- Committed to our mission of improving the lives of our nation’s most vulnerable children, families, and communities
- Experienced professionals, with at least seven years of progressive leadership roles and an advanced degree (preferred)
- Results-oriented, with a successful track record of leading change
- Able to engage stakeholders from diverse backgrounds and build effective coalitions.
- Creative in developing unique solutions to complex problems
- Flexible, adaptable, proactive, and persistent
- Exceptional writers and verbal communicators
- Strong project managers
- Curious and eager learners
- Humble and self-reflective leaders

How to Apply:

- Applications are accepted online via [www.foster-america.org/apply](http://www.foster-america.org/apply). Applications for the Foster America fellowship will be accepted on a rolling basis. We are in the final stages of our recruiting season; if you remain interested for January 2019, we encourage you to complete our simple initial application process today. We also continue to seek talent for fellowship opportunities in later 2019.

- Information about our application process, selection timeline, and other open fellowship opportunities is available on our website at [https://www.foster-america.org/application-process/](https://www.foster-america.org/application-process/).

- To learn more about the fellowship, join a webinar! You will learn more about Foster America, hear from a current fellow about their experience, and be able to ask questions. To see the schedule of webinars, see [www.foster-america.org/webinars](http://www.foster-america.org/webinars).

- Please direct any additional questions by email to [recruit@foster-america.org](mailto:recruit@foster-america.org).