

Organizational Development & Improvement Associate

Consulting Role in Child Welfare Sector | Remote | Full-Time/ Part-Time or Contract Position

Summary

We are seeking a detail-oriented, adaptable professional to operate at the intersection of compliance, policy, and systems thinking. This role supports child welfare providers in aligning with evolving state and federal regulations, with a focus on building practical and sustainable infrastructure.

Our Core Values

Excellence ▪ Tenacity ▪ Humility ▪ Integrity ▪ Collaboration ▪ Straightforward ▪ Stewardship

About Us

We are a mission-driven consulting group working alongside foster care providers across Texas—including child placing agencies (CPAs) and general residential operations (GROs)—to strengthen systems, improve service delivery, and align with evolving state and federal regulations. Our clients trust us to help them meet the highest standards of care for children and families.

The Organizational Development & Improvement (ODI) team focuses on helping providers build thoughtful, customized infrastructure—from policies and procedures, compliance tools and continuous quality improvement systems—that are practical, regulatory-aligned, and designed to work in the real world.

About the Role

The ODI Associate plays a key role in developing, refining, and implementing policies, procedures, electronic case management workflows and compliance documentation for foster care and residential treatment providers in Texas. This role requires a sharp eye for detail, strong writing and editing skills, and the ability to translate regulatory requirements into clear, actionable documentation. The ideal candidate is highly organized, proactive, and skilled at thinking across systems — both at the policy level and in operational workflows. This role is ideal for someone who thrives on translating regulatory requirements into clear processes and who finds satisfaction in helping organizations get truly “T3C ready.”

This role supports foster care providers by:

- Writing, reviewing, and customizing policies, procedures, and manuals that align with Texas Health and Human Services Licensing (HHS) Minimum Standards for Child Placing Agencies and/or General Residential Operations, the Department of Family and Protective Services (DFPS) Residential Child Care Contract Requirements (DFPS RCC Contract), DFPS Texas Child-Centered Care (T3C) System Blueprint, and other regulatory expectations.
- Analyzing how policy changes impact operational workflows, documentation practices and electronic case management systems.
- Assessing and adapting policy libraries, job descriptions, staffing and training plans to ensure they are specific to each provider’s program model and T3C service package credentials.
- Supporting providers through Open Enrollment application processes, including:

- Interpreting complex contract opportunities (e.g., DFPS or HHS Licensing Open Enrollments)
- Breaking down requirements and timelines
- Coordinating with clients to gather needed documentation
- Drafting or refining policies, staffing plans, or other submissions
- Packaging and submitting final applications
- Participating in internal quality reviews and the development of continuous quality improvement systems for customer organizations.
- Managing multiple timelines and client relationships while ensuring detailed deliverables are accurate, aligned, and on schedule.
- Maintaining organized records of project materials, drafts and client feedback.

What We're Looking For

- Exceptional writing, editing, and policy development skills
- Experience interpreting or applying child welfare regulations (DFPS Residential contracts, HHS Licensing, and/or T3C System readiness preferred)
- Excellent organizational and project management abilities
- Strong systems thinking – ability to connect regulatory requirements with on-the-ground practices and technology tools, including an electronic case management system
- Comfort navigating ambiguity and tailoring guidance to meet unique provider needs
- Ability to build rapport with diverse client teams and work collaboratively in a consulting environment
- Technological fluency is required: Comfort working across digital platforms including Word, PDFs, Microsoft Teams, and online forms
- High level integrity and comfort working independently and managing multiple priorities with accuracy and attention to detail

Preferred Qualifications

- Familiarity with Texas foster care, residential treatment or child welfare regulations
- Experience working in or consulting with Child Placing Agencies, General Residential Operations/ Residential Treatment Centers, or other child welfare organizations
- Experience supporting Open Enrollment applications or similar contracting processes
- Familiarity with the DFPS' new T3C Child-Centered Care system and service packages,
- Familiarity with trauma-informed care and/or other best-practice principles

- Experience working in an electronic case management system or other software solution (i.e., Casebook, extendedReach, Kaleidacare)

What We Offer

- Flexible, remote work environment
- Opportunities for professional growth and learning
- Meaningful work that improves systems serving children and families
- Competitive remuneration and opportunities for growth

Application Instructions

To be considered, please submit a complete application package:

1. Resume
2. Brief (1-2 paragraph max) cover letter or email summarizing your interest and relevant experience
3. Professional Writing Sample that shows clear, structured writing
 - Preference: Policy, procedure, or compliance-related document you personally authored or significantly edited.
 - If unavailable: Submit a sample of any professional writing demonstrating clarity and structure.
 - Include 1-2 sentences describing the context of the document and your role in documents development.
4. To confirm that you have read these instructions thoroughly, include the phrase “details matter” in the subject line of your email or the first sentence of your cover letter/ email.
5. Send applications to: hr@rosofo.com

Note: We will only consider applications that include all required materials.