



Subject Matter Expert Robin O'Brien, Associate Manager



Expertise

Organizational effectiveness of public and private health and human services agencies

Mr. O'Brien recently joined Public Consulting Group (PCG) as an associate manager within the PCG Human Services division, where he provides consulting and oversight for child welfare, juvenile justice, and organizational effectiveness projects. He comes to PCG with 15 years of experience managing projects, programs, and organizational change in the nonprofit, public, and corporate sectors.

Experience

Prior to joining PCG, Mr. O'Brien served as an organizational effectiveness consultant on staff at the American Public Human Services Association (APHSA), where he facilitated continuous performance improvement efforts for more than 25 state and local health and human services agencies. His work at APHSA included child welfare and work support strategies practice improvement, strategic planning, and workforce capacity building.

Mr. O'Brien also worked as an assistant vice president within Brown Brothers Harriman's Human Resources Strategy & Development unit, directing change management projects for the private bank's 2,700 employees and 15 offices in the U.S., Asia, and Europe. Additional relevant experience includes a year caring for and counseling children ages 0-13 traumatized by sectarian violence, domestic violence, abuse, and/or neglect as a residential child and youth worker for Ulster Quaker Service Committee in Belfast, Northern Ireland and five years as chairman of Project Zawadi, spearheading steady growth of a nonprofit organization providing more than 300 orphans and vulnerable children in Tanzania with access to education.

Publications

At APHSA, Mr. O'Brien was co-author and lead editor of the *OE Handbook 4.0, Virtual Consultant 2.0, A Guidebook for Building Organizational Effectiveness Capacity*, and of a webinar series on *Workforce Development and Management and IV-E Waiver Planning, and Budgeting and Finance Guidance* (a part of Positioning Public Child Welfare Guidance (www.ppcwg.org)). He was also the lead author of *OE Team Style Guide and Strategic Playbook* and contributed to or led numerous publications and conference presentations detailing APHSA's OE practice.

Education

Mr. O'Brien received BAs with honors in History and Government & Politics from the University of Maryland at College Park and a Masters in Industrial-Organizational Psychology from Baruch College, City University of New York.