|  |  |  |  |
| --- | --- | --- | --- |
| **Position Title** | Chief Program Officer | **Reports to** | Chief Executive Officer |
| **Classification** | Exempt | **Status** | Full-Time |
| **Department** | Executive | **Location** |  |
| **Salary Range** | $115,000 - $125,000 | **Date Reviewed** | June 7, 2017 |

**Summary**To lead our program staff of over 20 to provide clients with the resources and support they need to get ready for a job, access and locate housing, connect to health resources, and immediate services like food, showers, and clothing, as we support them getting on a pathway to self-sufficiency. The CPO oversees the program offices, leads, trains, and supports staff; manages the interface between our employment program, health and wellness program, community-based housing program, and permanent supportive housing program; and manages staff to achieve program outcomes. This position is a member of the senior leadership team and will report directly to the CEO.

**Essential Functions**

**Program Strategy and Best Practices:**

* Provides effective internal leadership and stewardship of programs, being actively involved in all programs and services
* Aligns staff and other resources to most efficiently and effectively achieve programmatic objectives
* Ensure that all program activities operate consistently and ethically within the mission and values
* Ensures that program curriculum is effective and up-to-date, making improvements on an ongoing basis.
* Works closely with CIO & CDCO to ensure effective programmatic coordination and communications between Client Services and staff.
* Oversees development of program policies, rules, protocols handbooks, and forms for all program components.
* Collaborates with CIO on matters relating to key referral partners, special partnership-based projects, as well as overall trends in the provider community and policy arena effecting our clients and programs
* Reviews on an ongoing basis all services being offered and works with team along with other senior staff, to develop new programmatic components as needs emerge.

**Partnership Relationship Management:**

* Maintains a culture of performance management and continuous improvement, helping staff focus on both their individual clients as well as the site and agency’s overall goals
* Develops annual program plan and goals – including objectives, strategies, and specific targets
* Monitors client databases and other performance track tools, working closely with Measurement & Evaluations specialist, Director of Health and Wellness, Director of Community based Housing, Director of Permanent Supportive Housing, and Director of Vocational Education and Social Enterprise.

**Staff Training & Professional Development:**

* Trains, supervises, and manages Directors at both sites to achieve, Employment, Housing, Program Services outcomes
* Supervises Measurement & Evaluations Specialist, Director of Health and Wellness, Director of Community based Housing, Director of Permanent Supportive Housing, and Director of Vocational Education and Social Enterprise working cross-site program improvement and quality assurance, management of training programs, and other performance management support to staff
* Identifies and assists in the recruitment, training, and management of program staff

**Agency Leadership:**

* Collaborates with CDCO so that client stories as well as programmatic and population trends can be communicates and shared with outside audiences.
* Responsible for developing, implementing, and managing the program aspects of the annual budget in conjunction with the CFO, CEO< an CDCO and partners with the COO on administrative issues
* Works closely with the Board of Directors, attending meetings of the Board and other committees as needed
* Plays an active, collaborative role as a member of the Senior Leadership Team

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Competencies**

1. Program Operations
2. Performance Management
3. Staff Training & Professional Development
4. Agency Leadership

**Supervisory Responsibility**This position is to supervise the Director of Health & Wellness, the Director of Permanent Supportive Housing, the Director of Vocational Education & Social Enterprise, and Director of Community Based Housing.

**Work Environment**This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. Specific vision abilities required by this job include close vision and ability to adjust focus. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary.

**Position Type and Expected Hours of Work**This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand.

**Travel**Minimal travel is expected for this position.

**Required Education and Experience**

* Master level education or higher
* A deep level of knowledge and understanding of the complexity of poverty and women’s homelessness and a familiarity working within the homelessness sector
* Six to Ten years experience within the non-profit sector, especially working on issues of poverty, homelessness
* Supervision and management experience required, preferably in a complex multi-program environment

**Knowledge/Skills/Position Qualifications**

* Strong interpersonal, written, and oral communication skills; proven ability to communicate with diverse audiences
* Attention to detail, high standards, initiative, and follow through
* Ability to motivate others and to solve problems
* Team player who is willing to help other employees when needed
* Demonstrates the calmness and efficiency necessary to perform activities involving multiple demands, many details, and frequent changes.
* Work habits characterized by confidentiality, good judgement, diplomacy, and tact.
* Must be able to work creatively within a budget and use innovation to find ways of more effectively managing resources.
* Superior research and analytical skills to track and predict trends.
* Must be able to collaborate with executives, creative teams, research and development, and product development teams.
* Computer literacy required. Must be proficient in Internet research, Microsoft Office Suite, Adobe programs and be willing to learn other applications as needed.
* Ability to work occasional evenings and weekends

**Work Authorization/Security Clearance (if applicable)**

Tuberculosis testing clearance is required. Required Mandated Reporter for Elder & Dependent Adult Abuse and Child Abuse & Neglect polocies.

**Organization** provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, **organization** complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

**Other Duties**Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by all levels of management:

**Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**HR\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

**Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

​