

# Chief Program Officer – Family Life Services, Full Time

## Job Summary

The Chief Program Officer, Family Life Services provides the vision, strategies, leadership, and oversight for Family Life Services directly or through a program director or manager as well as working with the Chief Executive Officer to develop future opportunities for the agency. The CPO functions as an effective member of the leadership team to help the CEO and Chief colleagues effectively manage the entire organization.

## Principal Accountabilities

- *Direction – Facilitate and guide program managers and directors in effective leadership of programs based on JFS mission and vision as defined in the strategic plan.*
- *Assessment and Improvement – Working within the framework of the Strategic Plan, assist the Board Program Committee and its co-chairs to assess community needs and program effectiveness. Develop and seek opportunities to increase program impact and pursue those opportunities via program directors. Ensure efficient and effective delivery of high satisfaction services within budgetary parameters.*
- *Funding – Collaborate with the CDO and program directors to maintain positive relations with funding partners. Work with other internal and external stakeholders to assess and pursue funding opportunities.*
- *Management and Administrative Coordination – Work with relevant stakeholders to provide structure and support for program management and implementation.*
- *Budget Supervision – Responsible for the oversight and development and monitoring of the annual program budgets.*
- *Compliance – Ensure compliance with all regulatory, licensing, and accreditation requirements. This includes having continuing dialogue and effective reporting with external entities and funders.*
  
- *Community Partnerships – Develop external partnerships to identify service gaps, prevent duplication of services, and maximize synergies with other community service providers for behavioral health, safety net, and access/prevention-focused services.*
  
- *Continuing Education – Maintains professional and technical knowledge by attending professional workshops, reviewing professional publications, establishing personal networks and participating in professional societies.*
- *Security and Privacy – Adhere to agency and client protection policies by regularly acclimating yourself with the JFS privacy, safety and security policies made available within the employee handbook.*
- *Employee Philanthropy – Participate annually in agency and partner-related philanthropic activities and campaigns.*

- *Mission Dedication – Embody the mission and values of JFS in all work done on behalf of the agency. Utilization of the JFS key strategies will ensure success in this accountability.*
- *– Other duties as assigned by management.*

## **Minimum Qualifications**

Experience: Minimum of 5-8 years program management experience within health and human services, preferably with experience in behavioral health, poverty alleviation/safety net services, and/or prevention services.

Education: Minimum of a Master's Degree in Social Work or a related field preferred

Certifications or Licenses Required: LMSW preferred

## **Minimum Competencies**

### Skills

- *Technology – Able to navigate the electronic health record system, but also utilize Microsoft Word, Excel, and PowerPoint to effectively communicate with staff, funders, and other professionals.*
- *Analytics – Able to conduct data analysis to discover, communicate, and generalize meaningful patterns and trends for program evaluation and strategic planning purposes.*
- *Interpersonal – Committed to quality client service and able to utilize empathy and mediation skills to resolve customer service complaints.*

### Knowledge

- *Clinical Social Work – Maintains knowledge of current research in evidence-based and promising practices related to behavioral health, social determinants of health, and interventions to alleviate poverty.*
- *Public policy – Maintains knowledge of current public policy trends related to health and human services to progressively seek resources for future agency needs.*
- *Cultural competence – Recognizes specialized service needs of unique sub-populations within the Jewish community (such as children and teens, Eastern European immigrants, religiously observant, LGBTQ, Holocaust Survivors etc.)*

### Behaviors

- *Collegiality – Able to build and maintain a professional network for purposes of strategic collaboration.*
- *Motivational – Communicates a clear vision and creates an environment in which employees are fully engaged in contributing to that vision.*

- *People management – Able to establish accountability, communicating clear expectations and feedback about progress towards priorities.*
- *Drive – Embraces continuous improvement on both personal and organizational levels.*

**How to Apply** – Interested & qualified candidates should forward their resume & salary requirements to [HR@jfsdetroit.org](mailto:HR@jfsdetroit.org)

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