

CHIEF PROGRAM OFFICER

Job Summary: The Chief Program Officer (CPO) will serve as a critical member of the Senior Leadership of the Agency. In collaboration with the CEO and the Senior Leadership Team, the CPO will articulate and implement the strategic vision and leadership of the Agency; oversee a significant portfolio of programs and related services; integrate innovative, effective, metrics-based program and operational innovations; evaluate the effectiveness of programs to provide ongoing feedback; and enhance the structure of the organization by staying abreast of developments in services provided by the Agency. This position is responsible for ensuring that the Agency follow all federal, state, funding, and city regulations, certifications, and licensing requirements.

Essential Responsibilities:

Programmatic Oversight

- Plan, develop and manage a portfolio of high performing, revenue generating programs that address a range of community needs
- Set departmental goals and work with the Chief Clinical and Impact Officer and program directors to regularly assess and improve the impact, operational efficiency and financial sustainability of programs
- Ensure cross-program collaboration and communication
- Create a pipeline system that will guide program participants into additional relevant programs as indicated to improve their individual outcomes
- Work with the CEO and Executive Team to ensure that programs are reflective of organizational priorities
- Work with the CFO to create a budget that reflects programmatic and organizational priorities, and to monitor department budgets to ensure that they utilize financial resources productively
- Work with the Chief People Officer to hire, supervise, evaluate and train program directors and staff
- In collaboration with the Chief People Officer, develop and implement strategies that will maximize collaboration among programs
- Develop objective performance measurements to ensure consistent, high-quality evaluation and goal setting for staff
- Instill a sense of accountability among team members by modeling tight oversight of individual and organization performance standards
- Coach senior staff on how to proactively engage in planning and supervision to improve program management
- Promote regular and ongoing opportunities for all staff to give feedback on program operations

As part of the Senior Management Team

- Participate in the process of short-and long-term strategic planning and the evaluation and implementation of plans
- Participate in the facilitation of marketing and communications, financial resource development, and special events planning and implementation
- Create and actively promote a comfortable and welcoming environment where every participant, visitor and employee are treated with dignity and respect in a friendly and personal manner
- Anticipate and be responsive to participant needs and requests
- Participate in organization-wide activities and programs
- Lead and/or participate in agency committees as needed

Qualifications:

- At least 10 years of professional experience overall, with a minimum of five years of senior-leadership experience supervising seasoned staff operating multiple human services programs across a broad geography
- Strong educational background including an undergraduate degree and an advanced degree in a relevant field
- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and partnering with a CEO
- Demonstrated experience managing a high-performing team in a multi-site structure to include professional development and mentorship
- Comprehensive working knowledge of program planning, organizational structure, budgeting, administrative operations, and fundraising
- Demonstrated ability to analyze and compile complex data for planning and reporting purposes
- Excellent communication skills, both written and oral, with the ability to represent the organization externally across a wide range of stakeholders and constituencies
- Strong relationship builder with the ability find common ground, build consensus and strengthen collaboration among diverse stakeholders
- Strong community awareness and astuteness
- Passionate about Alpert JFS/Levine JRFS' mission and able to promote and communicate the philosophy, mission and values of the Agency to external and internal stakeholders