



Chief Program Officer

Overview:

For over 50 years, [The Ark](#) has been the only Chicago organization to provide human services to the Jewish community with a comprehensive, holistic approach. Our goal is to empower individuals on their path to self-reliance. Through the powerful, empathetic team who work closely with Jewish people facing financial, employment, medical and emotional challenges, we help our clients achieve a stronger future.

The Ark has a new opportunity available for the Chief Program Officer. Working with the CEO and senior leadership team, this role will effectively manage current programs while building new initiatives to support The Ark's mission, vision and goals. The Chief Program Officer will be responsible for leading The Ark's client service teams, overseeing client programs and supporting the implementation of The Ark's strategic plan. This role is also responsible for monitoring and managing intake processes, caseloads, care plans, referrals and a comprehensive suite of services to support clients on their path to self-reliance, including the development of new programs as needs emerge.

The ideal candidate will use a strategic and tactical approach, bring experience in program management and evaluation, human services supervision, development of community partnerships and a desire to represent the organization and serve as a thought-leader. As a newly added leadership opportunity, this role reports directly to the CEO and will partner with talented administrators and staff to reach agency goals.

Primary Function:

- Manage the staff, programs and systems across client services.
- Leadership includes teams to support intake and case management, economic stability, health care and other client service programs.
- Integrate Trauma-Informed practices and Jewish values & laws to shape service delivery and client partnerships.

Responsibilities:

- **Team Leader Supervision (25%)**
 - Supervise, motivate, and develop program managers and client service leaders to maximize delivery of services, ensure access and provide the highest level of care.
 - Oversee all client service programs and professionals including case managers at all Ark locations, specialized case managers in the Child & Family Wellness, Intensive Day Program, Financial Counseling, Employment Services, Health Services, and Spiritual Enrichment teams, and client focused programs.
 - Support and integrate our values of kindness, professionalism, agility, curiosity and accountability.
- **Leading Service Programs Systems and Operations (30%)**
 - Manage current programs and implement new initiatives supporting behavioral, physical and financial health and each client's unique path to self-reliance.
 - Develop, implement, review and update program procedures that foster an efficient and welcoming intake effort and eligibility assessment. Align service delivery with organizational priorities and

requirements of funders. Ensure compliance with all agency and industry policies, procedures, rules and regulations.

- **Performance Management & Program Effectiveness (20%)**
 - Create approaches for comprehensive and regular review of programs and team performance goals to ensure alignment with agency goals.
 - Support the development of data collection and reporting that supports The Ark's strategic plan and progress towards strategic goals.
 - Manage program budgets to ensure appropriate expenditures and allocations of funding to address the evolving community needs.
- **Organizational Leadership (20%)**
 - Collaborate on funding opportunities and community partnerships, including outreach to local agencies, stakeholders, and prospective clients both in the general and Jewish community. Use data collection and analysis to identify trends and support new or improved programs or funding opportunities.
 - Prepare and deliver updates that summarize strategic or program development, client needs and impact, client stories and organizational priorities.
 - Participate in community programs.
- **Other Activities (5%)**

Qualifications & Skills:

- Bachelor's Degree required; Master's Degree or LCSW preferred with substantial background in social services, healthcare, public health or similar fields.
- 10+ years significant management/supervisory experience in human services or social services and at least 5 years of non-profit program or organizational management experience
- Deep experience in human services, anti-poverty programs, medical or behavioral healthcare, or similar fields with experience managing a portfolio of services with diverse funding streams and beneficiaries with complex needs
- Proven track record of effective program and people performance management and budget management
- Familiarity with Trauma Informed Practices and experience working in a setting using Trauma Informed Practices
- Action-oriented, entrepreneurial, and motivational management style
- Ability to conceptualize frameworks, engage in collaborative processes, demonstrate critical thinking, and utilize data to inform decision making and program change
- Demonstrated ability to be analytical and to build trusting partnerships with staff
- Highly proficient in technology, including Microsoft Office and Salesforce
- Strong written/verbal and communication with dynamic public speaking skills
- Knowledge and sensitivity to support and work within the cultural context of the Jewish community

Salary & Comprehensive Benefits Overview:

- Pay Range: \$135,000-\$155,000 annually
- Excellent comprehensive benefits package, with significant sponsorship by The Ark
 - Generous PTO policy that includes vacation and sick time

- Medical & Prescription Drugs, Dental and Vision Coverage; Healthcare Savings and Flexible Spending Accounts
- Employer paid Life/AD&D Insurance, Short-term Disability and Long-term Disability
- Optional additional employee and dependent basic term life/AD&D insurance
- Employer 403(b) retirement plan with employer match
- Employee Assistance Program
- Professional development opportunities
- Federal and all Jewish Holidays observed

To apply: Please submit your resume and cover letter to careers@arkchicago.org. with Chief Program Officer as the subject. The Ark is an equal-opportunity employer.

The Ark's professional staff provide comprehensive case management and a broad suite of free services to those in need, including a medical, dental, and vision clinic; pharmacy; kosher food pantry; financial assistance; housing support; employment and financial counseling; mental health services, including a therapeutic day program for adults living with long-term mental health challenges; spiritual enrichment; and more. The Ark is headquartered in Chicago's West Rogers Park neighborhood, with a satellite office in Northbrook serving suburban clients.