



Job Title: Chief Program Officer

Reports to: Executive Director

Job Type: Full Time

Education & Experience: Master's degree in administrative, social work, or related field, or BA and commensurate experience

The Chief Program officer (CPO) will serve as a critical member of the senior leadership management team, providing oversight of our core program model including senior services, outreach, workforce development, community services, housing/community development, homeless services, education/youth services, crime victim's assistance services, and case management. In collaboration with the Executive Director, the CPO will articulate and implement the strategic vision and leadership of the organization; champion performance measurement/program evaluation and provide ongoing feedback to program staff; work closely with the development team to support fundraising activities and report -writing/contract management as needed; provide mentoring, guidance, supervision, and professional development to all program staff. The CPO will collaborate with the Chief Finance Officer to ensure a smooth relationship between program directors and programming budgets.

Responsibilities:

- Leadership, Staff Management, and Organizational Strategy. In coordination with the Chief Executive Director and Chief Leadership team, play a key role in the overall development, strategic planning, service delivery, and management of program operations.
- Directly supervise 7 program directors; working closely with senior program staff to build their skills and confidence so that they can mentor, encourage, and motivate staff.
- Deploy resources efficiently and effectively toward organizational goals, working with staff to balance workload and effort, and provide regular feedback so that staff can continuously improve their supervision and mentoring skills.
- Develop a team-based environment to motivate and inspire staff to work collaboratively toward vision and goal, by clearly communication organizational vision, implementing staff development plans and performance measurements, providing leadership development, professional development, and mentoring.
- Establish departmental and staff goals and objectives and track results against these goals as well as accountability protocols.
- Participate in the budget development process and maintain a high level of fiscal responsibility.
- Support fund development through assistance in proposal/grant writing and contract management.
- Play an active role in strengthening and maintaining the management and governance culture and practices that reflects the organization's core values.

- Support the creation and implementation of the Matt Urban Center's strategic plan as well as develop and implement new initiatives that reflect the organization's mission.

Program Oversight and Evaluation:

- Oversee the coordination, integration, and delivery of all program operations, promoting collaborative relationships between program areas and ensuring that the expectations of funders, partners, constituents, and other stakeholders are consistently met.
- Partner with department heads to respond to requests for proposals and applications.
- Work closely with the Chief Finance Officer and finance department to budget and monitor programmatic operations to ensure sound fiscal and system management.
- Ensure the delivery of qualitative and quantitative goals and outcomes of programs and services.
- Coordinate and analyze the appropriate data to inform the programmatic and operational decision-making process.
- Determine staffing plans to achieve program goals and objectives.
- Interview and make decisions for hiring new program staff; time off request, disciplinary action for existing staff and termination, keeping in constant communication with CEO in the process.
- Analyze and assess programs based on data collected, and implement corrective measures, if required.

Qualifications:

- 8 years or more of progressively responsible management experience of human services programs with demonstrated record achievement.
- Master's degree in administrative, social work, or related field, or BA and commensurate experience.
- A strong sensitivity to cultural differences present among staff and clients within our organization
- A strong belief in people's ability to grow and change; forge a mutually respectful partnership with persons served and their families.
- Ability to set limits and maintain a helping role of practitioner and to intervene appropriately.
- Comprehensive working knowledge of government funding, program operations, and management.
- Excellent written and oral communication skills, solid computer skills, demonstrated capacity to use data effectively in planning and management.
- Demonstrated ability to engage others.
- Demonstrated ability to develop systems, strategies, and outcome measures.
- Strong commitment to working with the under-served.
- Must be a team player who is not seeking glory, but satisfaction in serving others.

Please submit resume and cover letter to Karen Baer at kbaer@urbanctr.org.

The Matt Urban Center is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.