



Chief Program Officer

OVERVIEW: The Chief Program Officer (CPO) oversees all programs of the organization, ensures quality improvement, pursues program growth and develops new program opportunities. Responsible for overseeing all program operations in accordance with agency goals and strategic plan. Oversees the quality improvement, fidelity monitoring, new program-specific grant production, including: program design, coordination, planning, supervision, quality control, contract compliance, and general operational administration. Two key strengths we see in the ideal candidate are: strong relationship builder who can create consensus and strengthen collaboration among diverse stakeholders, and a demonstrated commitment to the values of diversity, inclusiveness and empowerment.

MINIMUM QUALIFICATIONS:

- **Education:** Bachelor's degree in social work, human services, psychology, or similar field, or equivalent work experience. Master's degree in related field such as public administration, social work, etc. strongly preferred.
- **Experience:** A minimum of eight years relevant work experience. Strong written, verbal, and interpersonal communications skills, emotional intelligence, cultural proficiency, and the ability to interact professionally with a wide variety of individuals required. Bilingual English/Spanish and bicultural is strongly preferred.
- **Transportation:** California Driver License, availability of automobile for business use, and at least minimum auto liability insurance as required by law.
- **Additional Requirement:** Must receive clearance from the Department of Justice Criminal Record Offender Information database.

NATURE & SCOPE:

Program Oversight & Development

- In partnership with the Chief Executive Officer and executive team, play a key role in the overall development, strategic planning, service delivery, and management of the organization across multiple sites and departments.
- Provides strategic leadership through direct supervision of program managers; working closely with senior program staff to highlight their strengths so that they can mentor, encourage, and motivate all staff. Provide assistance and guidance on how to proactively anticipate and address program and staff performance challenges.
- Deploy resources efficiently and effectively toward organizational goals, working with staff to balance workload and effort, and provide regular feedback so that the management team can continuously improve their supervision and mentoring skills.
- Create and support a healthy and supportive culture in the program department aligned with the agency's core values of safety, professionalism, collaboration, ethical conduct, personal responsibility, empathy, inclusion and accessibility, and trauma-informed care.
- Develop a team-based environment to motivate and inspire staff to work collaboratively toward our mission, by clearly communicating the agency's vision, implementing yearly staff development plans and mentoring. Coordinate with human resources to identify and create leadership, professional development, and training opportunities for staff.

- Establish annual program, departmental and staff goals and objectives and track results against these goals as well as accountability protocols.
- Participate in budget development and ongoing monitoring and maintain a high level of fiscal responsibility.
- Alongside the Grants Manager, oversee new and renewal program-specific grant production, including: program design, coordination, planning, supervision, quality control, contract compliance, and general operational administration.

Collaborative Partnerships

- Serve as liaison to key government agencies, including the CA Office of Emergency Services, Housing & Urban Development, CA Department of Public Health, Tulare County Health & Human Services, and other government funders.
- Develop and maintain key relationships outside the organization to further agency resources and mission. Monitor emerging needs among key stakeholders such as clients and staff. Maintain strong community awareness and astuteness while engaging both traditional and non-traditional partners to advance the agency's mission and goals.
- Represent FSTC on relevant committees, coalitions, and task forces as requested, as well as at speaking engagements, conference panels and trainings.

Evaluation

- Oversight of all program/client outcomes including implementation of agency client management software and responsibility for ensuring data quality.
- Alongside the Grants Manager, oversee the timely and accurate completion of government and private funding progress reports which reflect the work of projects and programs. Address any challenges or deficiencies in program operations in order to meet funder and organizational expectations and to reflect an organizational culture committed to quality improvement.
- Monitor the fidelity of the agency's evidence based practices and work to implement evidence informed interventions within programs as appropriate.
- Implement an agency-wide client feedback process to offer a channel for gathering information about program and staff performance and to highlight client and program successes and areas for improvement.
- Work with colleagues across the agency to obtain accurate and relevant information to communicate to stakeholders about organizational impact and client successes and challenges.

Administrative & Other Duties

- Works collaboratively with colleagues throughout the organization in order to model and support effective cross-departmental partnerships, trauma-informed practices, resiliency-building, and commitment to diversity and inclusion.
- Helps to develop and support a culture of philanthropy within the organization by promoting fundraising and giving initiatives within the community and staff.
- Other duties as assigned.

WORKING CONDITIONS:

Environment:

- The administrative functions of the position are performed primarily in a shared office setting under minimal temperature variations, in a generally hazard free environment and in a clean atmosphere.
- Other functions of this position are performed at indoor and outdoor venues and you may be exposed to all outside conditions.

Physical Abilities:

- This position typically spends time sitting, standing, climbing stairs, walking, driving, carrying and lifting (up to 25lbs).
- Frequent operation of computer keyboard, firm/strong grasping, and repetitive hand control. Able to complete all forms in personal writing.
- Make and receive telephone calls. Use of general office equipment, copier, scanner, and fax machine.
- Collaborate with the administrative and program teams.
- Close vision, peripheral vision, distance vision, and ability to adjust focus.
- Remain alert and aware of your surroundings at all times.

FSLA Status: Exempt

Supervision Received and Exercised: Reports directly to the Chief Executive Officer.

~The conditions described above must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Family Services is an Equal Opportunity Employer.

FSTC offers salary and highly competitive benefits, commensurate with experience and skills. FSTC is highly committed to diversity and a workplace environment that respects, appreciates and values employees from all backgrounds.