



JOB TITLE: Chief Program Officer

POSITION SUMMARY:

Direct and manage all aspects and functions of JFS programs and services, including the supervision and management of personnel, monitoring and evaluating programs and services, and planning and developing new programs.

EMPLOYEE CLASSIFICATION:

The Chief Program Officer is a full-time exempt position and reports to the Executive Director.

DUTIES / RESPONSIBILITIES:

Administrative/Management

- Oversee the management of the EHR component of the client data base system including producing data reports for JFS' Quality Improvement structure.
- Serve as a member of the Management Team.
- Act as the staff Liaison to the Board Agency Services Committee.
- Provide guidance regarding programs and services within the Quality Improvement Committee.
- In collaboration with the Executive Director and Financial Services Manager, develop program budgets and monitor fiscal performance of programs, adjusting operations to meet expectations.
- Participate in all assigned staff and supervisory meetings as well as in-service trainings and staff development activities.
- Ensure that community resource information is kept updated and that staff is kept informed.
- Assist in the development and reporting of grants supporting JFS programs and services.
- Provide input to the Marketing Specialist regarding marketing of all programs and services.
- Represent JFS at organizational or community meetings.
- Provide public presentations on behalf of JFS.
- Serve as a liaison to other agencies, provider groups, community groups, and governing or funding bodies.
- Align programs and services with the agency strategic plan.
- Other duties as they relate to furthering the mission of Jewish Family Services.

Supervisory

- Responsible for the orientation, training, supervision, and annual performance evaluation of all program staff.
- Assist in the recruitment and hiring process for program staff.
- Ensure staff are providing required documentation for services provided.
- Monitor staff productivity and work with assigned staff to ensure quality service delivery.
- Assign and review work load of department staff.
- Offer professional growth opportunities for professional staff.

Programmatic

- Establish and maintain close working relationships with agency stakeholders.
- Participate in the establishment and lead the implementation of community initiatives and campaigns.
- Represent JFS with community stakeholders
- Work with the Executive Director to provide program data and outcome reports to the Quality Improvement Committee.
- Work with the Executive Director in making recommendations for updating agency policy and procedures as they pertain to services and programs.
- Participate in and/or lead meetings with other professionals, as needed.

KNOWLEDGE AND SKILLS:

- Public and Private resources in the Greater Charlotte community.
- Needs Assessment techniques and strategies.
- Problem-solving and conflict-resolution.
- Management and supervisory skills.
- Communicate effectively, both orally and in writing.
- Ability to establish and maintain professional relationships and boundaries with client/families, staff and community agencies.
- Use effective time management skills to complete required job duties.
- Ability to work independently.
- Develop, implement, and evaluate program and client goals.
- Strong analytical and problem-solving abilities.
- Good computer knowledge and skills. Must be able to use Microsoft Office and electronic health record programs.

MINIMUM QUALIFICATIONS:

Graduate of an accredited college or university with a Master's Degree, preferably in a social service area. At least five years of experience in a supervisory/management position, preferably in a non-profit setting. Experience in program planning and program development. Willingness to work flexible hours, including evenings and weekends.

MY SIGNATURE BELOW INDICATES THAT I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AND AGREE THAT I AM QUALIFIED AS TO EDUCATION AND SKILL TO MEET THE REQUIREMENTS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION(S):

Signature

Date

Supervisor Signature

Date