

Capabilities, Inc.
Job Description

Chief Program Officer

Overview:

Under the direction of the Chief Executive Officer, the Chief Program Officer is responsible for establishing and overseeing operational functioning and leadership development of all direct agency programs. The position works collaboratively with administrative department heads to establish program standard performance metrics and operationalize comprehensive services to the identified targeted populations served by Capabilities, in accordance with approved strategic plans and regulatory standards.

Status: Exempt

Reports To: Chief Executive Officer (CEO)

Duties & Responsibilities:

- Oversees and supervises Program Directors responsible for direct service and support delivery to target populations. Including the hiring, evaluation and on-going growth and development of program personnel.
- Provides CEO with evaluation of and input to strategic need/direction within each service delivery or business model, and works with executive leadership to evolve future strategic planning surrounding service delivery to target populations and in response to workforce & community trends.
- Coordinates day-to-day operations and interface of all the Agency's programs.
- Develops and evolves as needed organizational program structures to meet performance targets and establish goals.
- Assures all programs are operated in compliance with appropriate rules and regulations, inclusive of DOH, OPWDD, SED, OMH, OSHA, and all other regulatory, grant, or contractual standards.
- In consultation with the CEO and Chief Financial Officer (CFO), prepares and operationalizes all program services budgets.
- Ensures that workforce within programs are managed in compliance with Agency policy, leadership philosophy, and governmental rules and regulations.
- Ensures that the Agency's programs regularly undertake assessment of stakeholder satisfaction, and engage plans of adjustment to promote quality and satisfaction.
- Oversees the development of appropriate policies and procedures relating to the Agency's programs.
- Exercises responsibility for oversight, establishment, and assurance of implementation for all program, business or service auditing outcomes and plans of corrective action.
- Participates in development of community networks and supports agency profile in community through participation in other non-profit board of directors, committees, or events.
- Adheres to agency standard of ethical behavior as outlined in the Corporate Compliance Program, the Code of Business Conduct and associated policies and guidelines, and all applicable laws and regulations.
- Performs such other duties as assigned by the CEO.
- Adheres to the Personnel Policy established by the Board of Directors and the Policies & Procedures established by the CEO.

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Qualifications:

- Minimum Bachelor's Degree from an accredited program in a human services or business management related field.
- Proven operational leadership experience in a nonprofit or human service.
- Strong understanding of compliance, quality improvement, and budget management
- Excellent relationship-building and community engagement skills
- Experience with social enterprise operations preferred
- Familiarity with OMH and OPWDD funding and program models
- Preferred general knowledge of basic financial management operations in non-profit corporations.
- Ability to travel independently periodically for work purposes.

Job Description revised periodically to meet the needs of the program.

Employee Signature

Date

Employee Name (Printed)