



## **JOB DESCRIPTION**

**POSITION TITLE:** Chief Program Officer  
**SUPERVISED BY:** Chief Executive Officer  
**WAGE AND BENEFITS:** \$55,000-\$60,000 annual salary dependent on experience to include 100% paid health, dental, vision, short and long-term disability, life insurance and employee assistance program.

**Organization Overview** | For 135 years, EUMA and our predecessor ministries have worked to care for our neighbors in need. Today, EUMA ends homelessness by making it rare, brief and one-time as Jesus would in Northwest Pennsylvania. We do this through a continuum of shelter, transitional and permanent affordable and supportive housing and the support services needed to end homelessness for children, youth, families, Veterans and adults.

## **RESPONSIBILITIES**

The Chief Program Officer (CPO) will serve as a critical member of EUMA's executive management team. In collaboration with the Chief Executive, Financial and Development Officers, the CPO will articulate and implement the strategic vision of EUMA; oversee a significant portfolio of programs and related services; evaluate EUMA's effectiveness; promote and diversify funding through the development of public and in collaboration with the chief development officer, private resources; raise the organization's profile through relationships in the form of partnerships, contracts and collaborations; mentor, guide and supervise program staff using servant leadership techniques; and enhance the mission of EUMA by staying abreast of developments in housing and homeless services.

The CPO will oversee a program portfolio that includes: emergency, transitional and seasonal shelters; Rapid ReHousing, voucher and affordable housing services; Bridge of Hope and independent and supportive living programming.

In partnership with EUMA's directors of programming, program volunteers (especially Our Neighbors' Place), those with lived experience and other community stakeholders, the CPO will substantively aid in achieving our mission.

## **LEADERSHIP | Staff Management and Organizational Strategy**

- In coordination with the members of the executive team, play a key role in the development, strategic planning, service delivery and management of the organization across multiple sites and departments in Erie and Crawford Counties.

- Directly supervise six program leads with 20 direct service providers under management; working closely with senior program staff to build their skills and confidence so that they can mentor, encourage and motivate all staff. Mentor program leadership in achieving organizational and contracted goals and the values by which we work.
- Deploy resources efficiently and effectively toward organizational goals working with staff to balance workload and effort, and provide feedback so that key staff can continuously improve their supervision and mentoring skills.
- Create and support a high performing team aligned with EUMA's core values. Develop a cross-trained, team-based environment to motivate and inspire staff to work collaboratively toward shared goals. Implement yearly staff development plans and professional development opportunities.
- Participate in the budget development process and maintain a high level of fiscal responsibility.
- Lead the development of public/government resources through relationship building, contract identification and proposal writing. Support private fund development efforts through the promotion and execution of EUMA's annual fundraising events and partnering with the CEO, CDO to steward private funding relationships. Coordinate with the CEO and CFO on developing new program ideas and projects.
- Oversee program directors to ensure appropriate program growth and long-term strategic sustainability.
- Promote and facilitate regular and ongoing opportunities for staff, clients and partners to give feedback on program operations.
- Challenge the status quo for the benefit of those at risk of and/or who have experienced a housing crisis.
- Create, recruit, train and use information gathered from a consumer advisory board that will include those who have experienced a housing crisis or are at risk of a housing crisis to inform work.

### **PROGRAM | Oversight and Evaluation**

- Oversee the coordination, integration and delivery of all programs, contracts and related services, promoting collaborative relationships between program areas and ensuring that the expectations of funders, partners, constituents, clients, tenants and other stakeholders are met.
- Respond to government and foundation requests for proposals and applications in partnership with development and senior staff; coordinate planning and activities necessary for development of model program designs in response to RFPs.
- Work closely with the 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 and participate in hiring decisions for new supervisor-level program staff.
- Implement and lead a continuous improvement process throughout the program and service areas including systems and process improvement, program outcomes, and evaluation;
- Evaluate new capital acquisition funding opportunities and develop strategic partnerships with housing developers to increase access to units for families in need.

## **HOUSING**

- Support property management and resident assistant staff to deliver supportive services to temporary and permanent housing tenants.

## **BOARD RESPONSIBILITIES**

- Attend and act as staff liaison to EUMA's program and strategic planning *ad hoc* committees of the board of directors;
- Contribute to the work of EUMA's property committees;

## **TRAITS AND CHARACTERISTICS DESIRED**

The successful candidate will be a strategic, highly motivated, hands-on professional with exceptional interpersonal and communication skills. The individual will be a compelling and winsome leader with the ability to move a team forward by inspiring and motivating people through servant leadership.

The Chief Program Officer will be driven by collaboration with staff, colleagues, community stakeholders, volunteers and with those for whom EUMA exists to serve. The CPO is resourceful and results-oriented and has demonstrated ability to generate new ideas, prioritize, plan, and set goals and objectives, and support the team to achieve them.

**EXPERIENCE** | Leading candidates will have a passion for EUMA's mission to end homelessness by making it rare brief and one-time and values delivering services as Jesus would.

At least five years of demonstrated leadership success developing and implementing comprehensive programs of comparable size. Team management experience is sought, and the successful candidate will have a clearly articulated management philosophy, which supports high performance and employee retention.

EUMA seeks a strong relationship builder and communicator with experience leading diverse work teams and developing an organization wide strategy for program excellence. Candidate must excel in engaging community partners and partnering. S(he)/they will have experience in program development, evaluation, and strategic growth, as well as an understanding of volunteer-supported organizations, and a fluency in databases that support program management. Financial, organizational, project management and administrative skills are essential and expected.

## **JOB QUALIFICATIONS**

- Strong verbal and written communication skills ▪ Proficiency with Microsoft Office and experience with databases, preferred
- Highly driven, results-oriented work ethic
- Maintain valid Commonwealth of Pennsylvania License and state mandated vehicle insurance

**TO APPLY** | Please direct inquiries, nominations, and applications, including resume and a compelling letter of interest in confidence to: [HR@EUMA-Erie.org](mailto:HR@EUMA-Erie.org) or Human Resources, EUMA, 728 West 9<sup>th</sup> Street, Erie, PA 16502.