



JOB DESCRIPTION

POSITION TITLE: Chief Program Officer
SUPERVISED BY: Chief Executive Officer
WAGE AND BENEFITS: \$65,000-\$75,000 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 nearly 136 years, EUMA and our predecessor organizations 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 temporary and permanent housing and supportive service interventions that work to keep our neighbors out of the homeless system, quickly house them if unhoused, and once in a home of their own, help keep them housed. EUMA ends homelessness for families with children, youth, Veterans and adults.

RESPONSIBILITIES

The Chief Program Officer (CPO) leads EUMA's efforts to deliver services to Northwest PA neighbors at risk of and those who are homeless. They work closely with the CEO to set programmatic strategy, identify internal and external opportunities to expand EUMA's work, deepen our impact, and supervise program directors to end homelessness.

The CPO oversees and provides programmatic oversight to a portfolio that includes: Emergency, Seasonal and Transitional Shelters; Rapid Re-Housing; Temporary and Permanent Housing; voucher and other housing and homeless services programming.

The CPO will:

- Serve as a thought partner to the CEO and a key member of EUMA's leadership team;
- Set a vision and strategy for all of EUMA's housing and homeless services portfolio;
- Support program directors in the delivery of services, staff supervision and professional development;
- Promote and support strong collaboration, coordination and teamwork among all EUMA programs and departments;
- Represent EUMA programs externally;
- In collaboration with EUMA's chief development officer, build strong relationships with funders, ensuring contractual obligations are met or exceeded;

- Work with the C-suite team to ensure compliance with existing grants and contracts and identify and pursue opportunities to sustain and support existing service offerings, expand when appropriate and are in alignment with the organization's strategic plan;
- Work with the C-suite and program leadership team members to use data to inform EUMA's work, diving deeply into what's working, what's not, and how staff across the organization can better target our efforts to improve outcomes for neighbors at risk of, or who are experiencing a housing crisis;
- Interface with the finance department and program leadership in the construction and oversight of budgets, ensuring that funds are expended appropriately and in the time allotted; and
- Attend and act as staff liaison to EUMA's program, property and ad hoc committees of the EUMA board of directors.

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;
- Work closely with the CEO to respond to government and private foundation requests for proposals and applications in partnership with development and senior staff, coordinate planning and activities necessary for the 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 lead 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;
- In partnership with EUMA's chief systems officer, develop and implement an annual training structure for all program staff; and
- In partnership with the CEO and CFO, evaluate new capital acquisition funding opportunities and develop strategic partnerships with housing developers to increase access to units for families in need.

EDUCATION & EXPERIENCE

The strongest candidate will have achieved a master's level degree, preferably a Master's in Social Work, Non Profit Management or similar and at least five years of nonprofit leadership

experience. The candidate understands the homeless services landscape and is deeply and demonstrably committed to EUMA's mission.

The strongest candidate will also have experience in or have:

- Staff supervision, including direct and indirect reports. Demonstrated ability to effectively lead, coach and mentor;
- A proven ability to develop and manage complex nonprofit programs similar to those EUMA operates;
- Three or more years of experience overseeing contracts, managing budgets and maintaining relationships with funders;
- Strong written and oral communication, organizational and interpersonal skills;
- Significant experience supporting individuals in crisis;
- Willingness and ability to be involved in the day-to-day operations;
- A deep commitment to and demonstrated success in recruiting staff who are peers to those EUMA serves throughout a complex and dynamic organization; and an
- Interest and ability to transform social service organizations into leaders in their field.

EUMA is committed to diversity and a workplace environment that respects, appreciates, elevates and values employees from all backgrounds. Those who have experienced a housing crisis, candidates of color, those in recovery and Veterans are strongly encouraged to apply.

TO APPLY | If interested, please send a compelling letter of interest, resume' and three professional references in confidence to: HR@EUMA-Erie.org or Human Resources, EUMA, 728 West 9th Street, Erie, PA 16502.