

## Chief Programming Officer

HOPE Atlanta



HOPE Atlanta's mission is to help Georgians avoid homelessness and hunger through a comprehensive approach that equips them with the tools for lifelong stability. Founded in 1900, the organization offers an array of evidence-based "housing first" and hunger relief services, ranging from emergency lodging and street outreach to permanent supportive housing and case management; from community kitchens to summer and weekend meals for hungry families. HOPE Atlanta's vision is to end homelessness and hunger for every Georgian.

The organization seeks an experienced Chief Programs Officer to lead the programs and mission of the organization, including Housing and Hunger, Outreach, Homelessness Prevention, and Emergency Services. The successful candidate orients and drives his/her team to support client goals, wellbeing, and permanency. This position will be responsible for managing and directing complex governmental grant determination and execution, ensuring both outcomes and outputs are measured and attained. This person will enlist key programmatic leaders and partners in her/his vision.

This leader balances client care, compliance, staff engagement, and grant management with an eye on the strategies most critical to advance the mission and ensures programs are equitable and accessible. The position reports to the CEO.

### **Position Functions and Responsibilities include:**

- Lead all programs and service delivery-related operations for the organization, fulfilling and advancing the mission so that individuals and families are able to receive the services and support they need. Promote collaboration between program areas and ensure that the expectations of funders, partners, constituents, clients, and other stakeholders are consistently met.
- Partner effectively with the Chief Executive Officer and executive team in the strategic planning, service delivery, and management of the organization across multiple sites and departments.
- Work closely with program directors to ensure efficient and effective service delivery, including the latest in evidence-based case management practices.
- Motivate, inspire, develop, and evaluate program leads.
- Provide assistance and guidance on how to troubleshoot program issues and staff performance challenges. Coach directors, managers, and coordinators on how to proactively engage in planning to improve program management.
- Deploy resources efficiently and effectively toward organizational goals, working with leaders to balance workload and effort.
- Provide regular feedback to leaders so they can continuously improve their performance.
- Drive the outcomes measurement process, ensuring both strong outputs and outcomes across programs.
- Establish program, departmental, and staff goals and objectives, in alignment with the strategic plan, and track results against goals.

- Participate in the budget development process and maintain a high level of fiscal responsibility.
- Leverage board “Programs Committee” to strengthen programs, engage resources, and ensure board understanding of the basics of each program.
- Serve as liaison to key government agencies, ensuring that monitoring and reporting processes are strong.
- Work closely with CFO and finance team on requirements for the application and delivery of grants.
- Monitor emerging needs among key stakeholders such as clients, government, philanthropy, and employers.
- Lead the accreditation process annually (CARF) and ensure programmatic and agency compliance with federal, state and local guidelines.
- Coordinate and analyze the appropriate data to inform the programmatic and operational decision-making process. Ensure HMIS high data quality.
- Determine staffing plans to achieve program goals and objectives and participate in hiring decisions for new program staff.
- Analyze and assess programs based on data collected and implement corrective measures if required.

#### **Knowledge, Skills, and Abilities:**

- Strong leadership, organization, problem solving, and critical thinking skills
- Excellent written, verbal communication and presentation skills
- Experience in managing a P&L and budgets
- Ability to lead effectively through change management
- Solid understanding and experience working with grants, government grant-writing, and compliance
- Expertise in creating and implementing tactical plans
- Proven ability to evaluate systems and processes and implement a process improvement plan
- Demonstrated ability to communicate the agency’s vision, mission and values
- Proven ability to evaluate, coach, develop and train staff
- Master’s Degree in Social Work, Non-Profit Management, Business or related fields preferred.
- Minimum of 8 years management and supervisory experience overseeing a staff of 5 or more
- Minimum of five-years of experience working in an agency providing supportive housing
- Valid Driver’s License and reliable transportation
- Proficient in MS Office Suite (Word, Power Point, Excel)

Compensation will be competitive and commensurate with experience. To apply, please send cover letter (including salary requirements) and resume via e-mail to [careers@hopeatlanta.org](mailto:careers@hopeatlanta.org).

HOPE Atlanta is fully focused on equality and believe deeply in diversity of race, gender, sexual orientation, religion, ethnicity, national origin, gender identity, veteran status, and all the other fascinating characteristics that make us unique. HOPE Atlanta **is an Equal Employment Opportunity Employer**. This job description/posting in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.