

COVENANT HOUSE TEXAS JOB DESCRIPTION

JOB TITLE: Chief Programs Officer

DATE: October 2018

DEPARTMENT: Programs

CLASSIFICATION: Exempt

REPORTS TO: Executive Director

PRIMARY FUNCTION:

In keeping with the mission, vision and guiding principles of Covenant House, oversees Covenant House Texas (CHT) programs and service delivery systems, including but not limited to Housing, Career Development and Education, Counseling, Centralized Intake, Street Outreach, After Care, and Prevention in alignment with the policies, goals and objectives as established by the Executive Director, Board of Directors and community needs. Reporting to the Executive Director, this position is involved in planning, development and execution of strategic programs and initiatives, with specific emphasis on aligning programs with evidence-based practices and programs and incorporating data for continuous quality improvement.

RESPONSIBILITIES:

- Oversees the operations and quality of all CHT programs and services, ensures that each has the appropriate infrastructure (staffing, resources, technology, processes and lines of communication) to support current activities and projected growth
- Ensures programs participate fully with data collection and data is regularly analyzed and utilized to improve quality and impact on youth, adjusting as necessary
- Regularly coordinates with CHI on KPI's, Supplemental Data reports and other data collection as needed
- Monitors program budgets and contract compliance in close partnership with CHT Programs Directors, Grants and Contracts personnel, Human Resources and Finance Department
- Function as a member of the Senior Leadership team, responsible for operational strategic planning, providing direction and decision making that impacts the organization and program goals and objectives
- Participates in the development and implementation of organization strategic planning and leads key initiatives assigned to the CPO role
- Manages operational dashboard including timely and accurate data collection from each department, identify and research variances and trends and presents findings and recommendations to ED, Senior Leadership Team and CHI
- Ensures programs operations are carried out in compliance with accrediting bodies, local, state and federal regulations and satisfactorily meeting grant or foundation requirements
- Represents CHT on task forces, benchmarking activities, committees and in community initiatives that support the mission and strategic direction of CHT

- Responsible for hiring, training, supervision of directors and staff within the assigned departments and ensure staff receives the necessary resources and training to be successful in their jobs
- Other duties as assigned

QUALIFICATIONS:

- Requires Master's Degree in Social Work, Counseling, or other related field
- Requires 10 years of progressively responsible supervisory and related experience; or equivalent combination and education and experience
- Extensive knowledge of functions and processes within the social services arena
- Readily learns and adopt new technologies
- Experience managing multi-million dollar annual budget
- Understanding and awareness of new and best practices, models and research in social services arena for possible application
- Must possess valid Texas driver's license
- Licensure in mental health or social work discipline is preferred

COMPETENCIES:

- Client Focus - builds strong client relationships and delivers client-driven solutions
- Action-Oriented – takes on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm
- Interpersonal Savvy – relates openly and comfortably with diverse groups of people across all levels, functions, cultures and geography
- Values Differences – recognizes the value that different perspectives and cultures bring to an organization: is sensitive to socio-economic and cultural norms, expectations and ways of communicating
- Instills Trust – gains the confidence and trust of others through honesty, integrity and authenticity
- Situational Adaptability – adopts approach and demeanor in real time to match the shifting demands of different situations
- Decision Quality – makes good and timely decisions that keep the organization moving forward
- Ensures Accountability – holds self and others accountable to meet commitments
- Manages Conflict – handles conflict situations effectively, with minimum of noise
- Drives Engagement – creates a climate where people are motivated to do their best to help the organization achieve its mission
- Demonstrates Self Awareness – uses a combination of feedback and reflection to gain productive insights into personal strengths and weaknesses.

PHYSICAL REQUIREMENTS:

Normal office environment conditions