



Chief Program Officer

Background:

HOPE has a 30+ year track record of transforming lives of New Yorkers through training, jobs and career advancement. We offer five training opportunities preparing New Yorkers for diverse careers as well as sector-based training in food industry and in green construction and maintenance. Our student-centered approach, employer-driven training, wide range of support services, and commitment to lifelong support yield strong results, notably a job placement rate of 75% and retention rates of 90% at 90 days and 75% at one-year.

The Position: The HOPE Program is hiring a Chief Program Officer, this is a newly created position on the organization leadership team, reporting to the Executive Director. This person will be responsible for oversight of our programming (classroom based and hands-on training, internship placements, employment placements, retention and advancement services) in our Bronx and Brooklyn sites (370 students annually as well as hundreds of graduates). This person will be responsible for the development and delivery of high quality and cost-effective programs, as well as insuring that the program employees are well-trained and supervised to perform their duties in a manner that reflects HOPE's values, best practices and high standards of care and accountability.

Responsibilities:

- Provide high-quality, consistent supervision to direct which includes Brooklyn Program Director, SSBx Program Director, Director of Employment and Graduates Services and Director of Work Wellness & Connections to Care; monitoring and evaluating overall program staff and management job performance
- Lead the strategic planning for programmatic initiatives under HOPE's most recent 5 year strategic plan
- Manage HOPE's relationships with Federal, State and City Agencies and ensure programmatic services are delivered & programmatic goals are met per all government grants
- Support the development department in fundraising efforts including responses to RFP's, explaining programs to potential donors and funders, conducting tours through programs, presenting program outcomes, responding to detailed questions regarding programs and ensuring that programmatic services are delivered and programmatic goals are met per all foundations funding sources
- Provide regular programmatic reports for inclusion in board packages and presentations at board meetings
- Support the finance department by working with them to create program budgets that meet program goals, review monthly finance reports to monitor program expenses and make adjustments when necessary
- Advancing the organization's commitment to excellence by supporting continuous quality improvement and creating opportunities for staff members, managers, students and graduates to actively participate in the improvement process
- Staff development & training
- Create and foster culture of professional compassion that reflects HOPE's core values.
- Monitor and evaluate programming and promote improvement through through measurement, planning, training and implementation activities
- Develop new policies for presentation to Executive Director and implement approved policy changes

- Represent HOPE on relevant external committees, workgroups and task forces and provider coalitions and in fundraising opportunities as appropriate
- Other duties as assigned

Qualifications:

- Minimum of a Master's Degree in relevant Human Service field such as social work, psychology or counseling, or, in the absence of such degree, comparable experience and expertise
- Minimum of 10 years of progressive management experience in relevant field
- Excellent written and oral communication skills, strong computer skills, demonstrated capacity to use data effectively in planning and management, and strong professional role modeling
- Thorough knowledge of services, funders and service communities that address issues faced by HOPE students and graduates, including criminal justice involvement, addiction, unemployment, mental illness, trauma, and homelessness
- Demonstrated cultural competence and ability to work effectively and sensitively with diverse staff and clients
- Demonstrated history of competence in working with government and regulatory agencies;
- Demonstrated ability to manage staff and programs
- Demonstrated ability to develop strategies, business plans and budgets to meet challenging goals
- Deep demonstrated commitment to working with a comparable client population, and to nurturing and developing staff and managers
- Detail oriented, well-organized, solutions-oriented, data driven, outcomes oriented, professional, compassionate
- Creative, innovative, growth mindset

Salary/Benefits: Salary is dependent upon experience. HOPE provides a full package of benefits including: healthcare and dental insurance; retirement plan; competitive vacation (plus 1/2 day Fridays during summer which is equal to 7.5 additional vacation days); personal and bonus days; and 12 paid holidays.

Interested Candidates: Email cover letter, indicating what position you are applying for, where you saw listing, and resume to hr@thehopeprogram.org. Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

The HOPE Program is an equal opportunity employer.

www.thehopeprogram.org