



JOB DESCRIPTION

TITLE:	Chief Programs Officer		
REPORTING TO:	Chief Executive Officer	DEPT.	Programs
JOB HOLDER:			
FLSA STATUS:	Exempt		

JOB SUMMARY

The Chief Programs Officer position is responsible for planning, coordinating, and directing quality control programs designed to ensure continuous production. This position develops and facilitates continuous process improvement techniques and methodologies that aim to achieve operational efficiencies and demonstrable, measurable, and sustainable results. This position is responsible for managing all programs components to include, but not limited to, Connect and Healthy Start Programs. This position is responsible for appropriate and timely follow-up on new and old process improvement initiatives in order to ensure that these become a part of the Coalition culture.

DUTIES AND RESPONSIBILITIES

- In coordination with the CEO and executive team, plays a key role in strategic planning.
- Supervises program managers, coordinators, and consultants.
- Participates in the budget development process and maintains a high level of fiscal responsibility for program implementation.
- Supports fund development efforts through proposal writing and partnering with the CEO to steward funding relationships.
- Assists the CEO with advocacy initiatives at the state and federal levels.
- Represents the company on relevant committees and task forces, as well as at speaking engagements, conference panels and trainings.
- Analyzes and assess programs based on data collected and implements corrective measures if required.
- Analyses the appropriate data to inform the programmatic and operation decision-making process.
- Participates and continuously identify ways to streamline the procedures and processes for contracts with the Healthy Start Contracted Providers.
- Responsible for cultivating new and existing relationships with Funders, Community Partners, and Stakeholders.
- Monitors and ensures contract compliance requirements.
- Ensures that Coalition confidentiality standards are followed.
- Prepares and conducts staff performance evaluations following designated schedule.
- Assists with the Coalitions contract negotiation processes.
- Reviews and monitors case files for both internal and external quality assurance standards.
- Performs other duties as deemed necessary to the success of the Coalition.

Performance Standards:

1. Attainment of Annual goals established between supervisor and employee.
2. Annual Performance Appraisal for Administrative Level.



SKILLS & REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Experience and Education:

- Master's degree from an accredited college or university in a Business or Public Administration or a related field.
- A minimum of four (4) years of experience in implementing quality assurance practices.
- Should understand maternal and child health issues.
- Other trainings, education and/or experience may be substituted for certain minimum qualifications.

Required Skills and Abilities:

- Able to analyze data and present findings.
- Able to analyze specific problems and present appropriate and viable resolution processes.
- Able to communicate technical information to non-technical staff.
- Able to recruit and lead cross-functional teams through complex initiatives and multiple projects.
- Able to work effectively with a diverse population and at all management levels.
- Able to prioritize and work well in a fast pace and changing professional environment.
- Able to travel and drive long distances (valid driver's license, good driving record, and auto insurance are required).
- Ability to motivate and provide guidance to a team.
- Self-directed and able to work with minimal supervision.
- Excellent communication skills, both written and oral (bilingual preferred).
- Knowledgeable in budget development and oversight.
- Strategic thinking and planning abilities.
- Understanding of cultural diversity.
- Well-developed persuasive and facilitative skills.
- Working knowledge of relevant State of Florida policies and procedures.
- Working knowledge of MS Office products (i.e. Access, Excel, Word, and Outlook).

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. Employee may be required to performed local and non-local travel.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:



The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.

SIGNATURES

Manager Name:	Employee Name:
Manager Signature:	Employee Signature:
Date:	Date: