

### **Job Description**

**Position:** Chief Program Officer

**Program:** Agency-wide

**Reports to:** Chief Executive Officer

**Classification:** Full Time/Exempt

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#### **Organization Overview:**

Founded in 1983, the mission of Opportunities for a Better Tomorrow (OBT) is to help disadvantaged youth and adults recognize their own self-worth and advance towards self-sufficiency and financial security through job training, academic reinforcement, improved life skills, job placement, and support services. OBT provides services to over 5,000 individuals annually, operates four sites in Brooklyn, one in Queens and one in the Bronx, and has an annual budget of approximately \$7.5 million and (90+) full-time employees.

OBT has received significant recognition for its achievements in youth workforce training. In 2013, Mayor Michael Bloomberg announced OBT's selection as one of the NYC's ten most innovative nonprofit organizations by the Center for Economic Opportunity. The New York Times has highlighted OBT's success in enhancing the lives of disadvantaged youth in the following articles: A Word That Turned Her Life Around: "Mom"(2013); " Don't Give Up (2012); Helping a Single Mother Find a Job (2010); Outfitting a Young Mother to Proudly Support Her Son (2009); and Imaginary Hors d'oeuvres, but Real Job Skills (2008). In 2013, OBT launched a strategic partnership with the YMCA of Greater NYC that led to the creation of the first Y Roads Center for disconnected youth in Jamaica, Queens and a second in the Bronx. For more information, visit OBT online at [www.obtjobs.org](http://www.obtjobs.org).

#### **Position Overview:**

The Chief Program Officer (CPO) will serve as a critical member of the executive management team. In collaboration with the CEO, the CPO will articulate and implement the strategic vision and leadership of the agency; oversee a significant portfolio of programs and related services; evaluate the effectiveness of programs to provide ongoing feedback; help to promote and diversify funding through effective resource stewardship at an agency with a healthy mix of government funding and private philanthropic support; raise the agency's profile through external communications; provide mentoring, guidance, supervision, and professional development to all leadership staff; and enhance the structure of the organization by staying abreast of developments in youth workforce and education. Ideally, the CPO will serve as the functional successor to the CEO.

The CPO will oversee a program portfolio that includes: 1) youth education and job training; 2) adult education and literacy; 3) adult workforce training; 4) citizenship and immigration services. The CPO will also engage the Board of Directors frequently under the direction of the CEO.

## **Responsibilities:**

### *Leadership, Staff Management and Organizational Strategy*

- In coordination with the Chief Executive Officer and executive team, play a key role in the overall development, strategic planning, service delivery, and management of the organization across multiple sites and departments.
- Directly supervise eight program directors, managers and coordinators; working closely with senior program staff to build their skills and confidence so that they can mentor, encourage, and motivate all staff. Provide assistance and guidance on how to troubleshoot program and staff performance challenges. Mentor 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 staff to balance workload and effort, and provide regular feedback so that key staff can continuously improve their supervision and mentoring skills.
- Create and support a high performing culture in the program department aligned with OBT core values: confidence, discipline, and professionalism. Develop a team-based environment to motivate and inspire staff to work collaboratively toward vision and goal, by clearly communicating agency vision, implementing yearly staff development plans and mentoring. Coordinate with the Chief Strategy Officer to identify and create leadership and professional development opportunities for OBT staff.
- Establish annual program, departmental and staff goals and objectives and track results against these goals as well as accountability protocols.
- Participate in the budget development process and maintain a high level of fiscal responsibility.
- Support fund development efforts through the promotion and execution of OBT's annual fundraising event, proposal writing and partnering with the CEO to steward funding relationships. Coordinate with the Chief Strategy Officer on developing new program ideas and pilot projects, including integrating successful pilots into the program department.
- Under the advisement of the Board of Directors and in partnership with the CEO and Chief Strategy Officer, implement OBT's new strategic plan, as well as develop and implement new initiatives that reflect the organization's mission.
- Serve as liaison to key government agencies, in particular to the New York City Department of Youth and Community Development (DYCD), OBT's largest government funder.

- Represent OBT and OBT's CEO, on relevant committees and task forces, as well as at speaking engagements, conference panels and trainings.
- Monitor emerging needs among key stakeholders such as clients, government, philanthropy, and employers.

#### *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, and other stakeholders are consistently met.
- Respond to government and foundation requests for proposals and applications in partnership with development and senior staff; coordinate planning and activities necessary for development of model program designs in response to RFPs and RFAs.
- 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. Use the existing Salesforce CRM platform to increase OBT's efficiency, transparency and collaborative efforts among teams.
- Determine staffing plans to achieve program goals and objectives and participate in hiring decisions for new program staff.
- Deepen existing and create new performance and outcome measures for outreach and recruitment, completion rates, employment, retention, college, training, enrollment, completion, and other measures that are core to OBT's mission.
- Develop an assessment protocol to determine the feasibility and sustainability of programs as well as lead to more effective and efficient service delivery.
- Analyze and assess programs based on data collected and implement corrective measures if required.

#### **Qualifications:**

- A minimum of eight years leadership experience in a nonprofit, government, or philanthropy, overseeing multiple programs or contracts ideally at an organization serving low-income youth or communities.
- Passion for OBT's mission and purpose and an ability to communicate this passion to others.
- Demonstrated experience managing a high-performing team in a multi-site structure to include professional development and mentorship.
- Comprehensive working knowledge of program planning, organizational structure, budgeting, administrative operations, and fundraising.

- Expertise in one or more of the following service areas: education, youth development, workforce development, employment, or adult education.
- Demonstrated ability to analyze and compile complex data for planning and reporting purposes.
- Excellent communication skills, both written and oral, with the ability to represent the organization externally across a wide range of stakeholders and constituencies.
- Strong relationship builder with the ability find common ground, build consensus and strengthen collaboration among diverse stakeholders.
- Strong community awareness and astuteness.
- Ability to successfully navigate in a fast-paced, outcomes-driven and entrepreneurial environment.
- Demonstrated commitment to the values of diversity, inclusiveness and empowerment.
- Bachelor's degree required; advanced degree in Business/Public Administration or a related field is strongly desired.

**To Apply:**

Please send a resume and thoughtful cover letter that includes how your skills and experience meet the qualifications of the position, as well as a salary history, both in Word format, to Randy Peers at [OBTCPO@obtjobs.org](mailto:OBTCPO@obtjobs.org). Applications will be reviewed on a rolling basis.

OBT offers a highly competitive salary and benefits, commensurate with experience and skills.

OBT is highly committed to diversity and a workplace environment that respects, appreciates and values employees from all backgrounds; candidates of color strongly encouraged to apply.