



We're Hiring a Chief Program Officer!

Mary's Place empowers homeless women, children, and families to reclaim their lives. We operate a women's day center and several 24x7 family centers and shelters in King County. We serve hundreds of families—moms, dads, and children—providing a safe place for them to be inside and together at night, along with food, showers, clothing, and access to housing and employment resources to help them find their forever homes! Valuing diversity and championing equity are core values at Mary's Place. Mary's Place is an equal opportunity employer with a culturally diverse work environment and a commitment to social justice.

Position Description

We are looking for an experienced Chief Program Officer (“CPO”) to oversee the entire portfolio of programs and direct services provided by Mary's Place. You will have several main areas of focus: delivering our mission, leading an innovative team, ensuring exceptional programming, engaging our communities, and serving our guests. The CPO will also be a key member of the Executive Leadership Team, reporting directly to the Executive Director. You will be responsible for improving delivery of services and creating new, innovative services while also being responsible for the planning, organizing, operating and staffing of all programs.

In collaboration with the ED, the CPO will articulate and implement the strategic vision of the agency. You will be responsible for evaluating the effectiveness of individual programs and providing on-going feedback to Program Directors, the ED, and the Board of Directors. You will also be expected to help improve programs offered by staying informed of developments on best practices with services for families experiencing homelessness and using that knowledge to improve existing services and create new, innovative programs that align with our strategic goals.

The CPO will also be responsible for helping to ensure the financial health of the agency. This will include effective resource stewardship through all programs. In addition, the CPO will work directly with the Chief Development Officer to promote the agency and help secure a mix of private philanthropic support and government funding.

Finally, the CPO will be responsible for providing mentoring, guidance, supervision, and professional development to all leadership staff.

Key Responsibilities

- In coordination with the Executive Director, play a key role in the overall development, strategic planning, service delivery, and management of the organization across multiple sites and program areas
- Directly supervise six Program Directors, working closely with program managers to build their skill sets so that they can mentor, manage, and motivate all staff, guests
- Provide guidance on how to troubleshoot program and staff performance challenges
- Mentor directors and managers on how to proactively engage in planning to improve program management
- Provide crisis intervention support and supervision regarding guest services
- Steward resources efficiently and effectively toward organizational goals, working with Program Directors 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 performance culture in the program areas that aligns with the core values of the organization
- Develop a team-based environment to motivate and inspire staff to work collaboratively toward a goal, by clearly communicating agency vision and implementing yearly staff development plans and mentoring
- Coordinate with the Director of Equity and Training to create leadership and professional development opportunities for program staff
- Establish program area and staff goals and objectives on an annual basis, including tracking and reporting results against established goals monthly
- Participate in the budget development process and maintain a high level of fiscal responsibility
- Support fund development efforts through the promotion and execution of fundraising events, proposal writing and partnering with members of the development team to steward funding relationships
- Coordinate with the ED to develop new program ideas and pilot projects, including integrating successful pilots into existing program areas
- Serve as a liaison to government agencies and private philanthropic organizations

Competencies

- Leadership
- Strategic Thinking
- Results Driven
- Decision Making
- Financial Management

Skills/Qualifications

- The ideal candidate will have a Master's degree and significant work experience – 10 plus years - in a senior leadership role in social services
- Prior experience leading and motivating large teams required; experience working with teams at multiple locations preferred
- A strong commitment to social justice and a passion for Mary's Place's mission

- Compelling communication and influencing skills, a strong work ethic, impeccable integrity, positive attitude, and strong commitment to working collaboratively
- Superior critical thinking capabilities and experience developing and implementing strategic plans and overseeing major initiatives
- Relevant work experience working in a shelter setting or with individuals experiencing homelessness preferred
- Demonstrated problem solving, conflict mediation, and crisis management skills
- Ability to set appropriate boundaries and maintain professional demeanor in a high-stress environment
- Broad knowledge of social work practice and clinical theory, including diagnostic and treatment skills in family systems approach is desired
- Proficient with MS Office (Word, Excel, SharePoint, Outlook) as well as electronic case management systems required
- Ability to protect the confidentiality of sensitive information by learning and following all relevant policies and protocols and using sound judgment in the handling and sharing of that information
- Prior experience with child welfare system is a plus
- Highly motivated, resourceful, flexible, and possesses a positive attitude
- Strong communication and documentation skills
- Exhibits compassion and empathy; works well with men, women and children from all ethnic, social, economic and sexual orientation backgrounds

Compensation

This is a full-time, exempt position requiring long hours (45-60 hours per week, depending on work load) as well as occasional evening and weekend work. The salary is \$80,000 to \$110,000 annually, depending on experience.

In addition, Mary's Place offers the following benefits to full-time staff:

- Medical and dental insurance with the cost for core employee coverage paid at 100% by the company and very competitive family rates
- Unlimited use ORCA pass for just \$3.50 per pay period
- 10 days paid time off (PTO) each calendar year (accrued by pay period)
- 10 days of sick time each calendar year (accrued by pay period)
- 9 paid holidays (8 designated company holidays and 1 day of choice)
- Employee Assistance Program
- Short and long term disability insurance

How To Apply

Applications accepted until the position is filled. Internal applicants will be given priority. Please send cover letters and resume to CPO@marysplaceseattle.org. No phone calls please, only applicants selected for interviews will be contacted.

www.marysplaceseattle.org