

Position Title: Chief Program Officer
Department: Administration
Hiring Range: \$80,000 - \$100,000
FLSA Status: Exempt
Created by: Amanda Kelkenberg
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Approved by: Amanda Kelkenberg
Approved on: 01/03/2022

GENERAL DESCRIPTION: The Chief Program Officer is responsible for ensuring the effective programming, operating efficiency, and evaluation and delivery of all programs. As a member of the senior leadership team, the CPO reports directly to the Chief Executive Officer (CEO). This position plays a key role in planning, developing, and carrying out vital strategic goals and initiatives, with specific emphasis on aligning programs with evidence-based practices, cultural responsiveness, and continual quality improvement. The Chief Program Officer will provide the leadership, management and oversight of daily operations for all program areas including: Family Services, Quality Initiatives and Provider Contracts & Compliance.

ESSENTIAL JOB FUNCTIONS

1. **Commitment to the Mission:** Model commitment to ELC's mission, vision, and guiding principles. Maintain the highest level of integrity and lead by example in all areas.
2. **Leadership Collaboration:** Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, policies, processes, and personnel designed to accommodate the objectives of our organization and represent unified leadership perspective.
3. **Culture:** Promote and maintain a culture that is participatory, collaborative, results-oriented and accountable which supports the Coalition's mission while maintaining the core values.
4. **Overall Organizational Strategy and Indicators:** Help guide the development of the overall organizational strategy and key indicators of success.
5. **Program Strategy and Indicators:** Based on the overall organizational strategy and strategic plan, guide program development and indicators.
6. **Strategy Implementation:** Guide the implementation of organizational and program strategy within Family Services, Quality Initiatives and Provider Contracts and Compliance.
7. **School Readiness Plan:** Direct the development, implementation, and evaluation of the Coalition Plan for School Readiness in accordance with grant requirements.

PROGRAM OPERATIONS:

1. **Program Management:** Refine organizational systems and structures to maximize efficiency and promote cross-team collaboration, communication, and commitment to one another's success.
2. **Program Direction:** Facilitate and guide program managers and supervisors in effective leadership

of programs based on ELC's mission and priorities as defined in the strategic plan.

3. Program Assessment and Improvement: Guide the Board's Program Committee to assess community needs and program effectiveness. Look for opportunities to increase program impact and pursue those opportunities. In partnership with leaders across the organization, drive continuous improvement in performance of the Coalition.
4. Program Customer Service: Ensure all program initiatives, process and procedures align with the company's core values and culture. Build and maintain customer satisfaction with services offered; provide excellent service to internal and external customers.
5. Personnel Management: Motivate and lead a high performance management team. Coordinate with human resources to recruit and retain skilled and motivated talent. Manages, leads, and enables the process of change and transition while helping others deal with the impacts.
6. Budget Supervision: Responsible for the development and monitoring of the annual program budgets. Evaluate and manage utilization of School Readiness slots in collaboration with the COO.
8. Compliance: Interprets, develops, and implements all guidelines and policies to ensure compliance with local, state, and federal regulations, laws and policies governing program operations. This includes having continuing dialogue and effective reporting with funders and partner agencies. Serve as liaison for programmatic audits.
9. Funding: Work with Executive Leadership and program staff to maintain positive working relationship with funders. Work with other internal and external stakeholders to assess and pursue funding opportunities.
10. Performs other related duties as assigned

GENERAL REQUIREMENTS:

1. Implement day-to-day program compliance activities
2. Maintain ongoing and frequent communication with sub-recipients and early learning providers as needed
3. Attendance and participation in professional conferences, trainings, statewide and regional meetings, Coalition meetings, and other events as identified
4. Work harmoniously with coalition members, and coalition staff, early education care agencies and the community at large as appropriate
5. Assists Chief Executive Officer with special projects as identified
6. Other duties as assigned

{Above are essential functions of the job. The Early Learning Coalition of Osceola County promotes an equal employment opportunity work place which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your supervisor should you have any questions about this policy or these job duties.}

[This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.]

MINIMUM REQUIREMENTS:

Candidate must possess:

1. Bachelor's Degree in Early Education, Public Administration, Business Administration, or closely related



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field from an accredited institution; Master's Degree preferred.

- 2. Minimum of 8-10 years' experience successfully serving at upper management or executive level
3. Skilled in organizational development, personnel management, budget, project planning, and strategic planning
4. Knowledge of Florida's early learning system
5. Strong organizational and analytical skills
6. Strong problem-solving skills
7. Ability to develop and maintain effective records and management practices
8. The ability to multi-task and meet aggressive deadlines
9. Strong oral, written, and presentation skills

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

- 1. Possession of a valid Florida Driver's license and daily access to reliable transportation to and from work and for local work-related travel.

ESSENTIAL PHYSICAL SKILLS:

- 1. Ability to operate a computer for extended periods.
2. Ability to sit for extended periods while performing job functions.
3. Ability to stand for extended periods while delivering training content
4. Must be able to assist with lifting heavy boxes occasionally.

SUPERVISORY RESPONSIBILITIES:

This position supervises a number of direct reports. Ensures that the responsibilities, authorities, and accountability of all direct subordinates are defined and understood.

ENVIRONMENTAL CONDITIONS:

- 1. Office environment

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

ACKNOWLEDGEMENT:

This job description describes the general nature and level of work performed by an employee assigned to the role. It does not imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other duties as requested. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. All requirements are subject to change over time.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

EMPLOYEE: _____
NAME DATE

SUPERVISOR: _____
NAME DATE