



## **JOB DESCRIPTION**

**Job Title: CHIEF PROGRAMS OFFICER (CPO)**

**Department: ADMIN**

**Job Status: F/T ☒ P/T ☐ Temp ☐**

**FLSA Status: Nonexempt ☐ Exempt ☒**

**Reports to: CEO**

**Positions Supervised: All Program Directors/Supervisors**

**Work Schedule: Mon – Friday, 8am to 5pm, extra hours as needed**

**Amount of Travel Required: % varies – as needed**

**Wage Scale Min: \$85,696/YR**

**Wage Scale Max: \$102,325.51/YR**

The Paso del Norte Children's Development Center (PdN Children's) is El Paso's largest non-profit organization serving children with disabilities and developmental delays by connecting children and families with innovative services offered by PdN Children's and services offered in the community. PdN Children's proudly offers early intervention services, early childhood education, therapeutic services such as speech, occupational, auditory/verbal and feeding therapy, Applied Behavior Analysis (ABA) and community resources.

**Mission** – PdN Children's purpose is to develop the full potential of children with a full range of abilities and needs recognizing their talents and differences.

**Vision**- PdN Children's contributing to an inclusive world for all to flourish.

**Summary/Objective** - The Chief Programs Officer is the agency's executive leader of all programs related to direct service delivery to clients. The CPO provides oversight and leadership of the Early Childhood Intervention (ECI) program, Pediatric Therapy Services, ABA, the Inclusive Early Learning Center (IELC), the Community Resource Center (CRC) and Help Me Grow (HMG). The CPO is responsible for the agency meeting its mission, achieving its goals, vision and strategies, by leading a team of high-performing professionals to be effective, efficient and productive.

### **General Duties**

- As an Executive Level Officer of the organization, is responsible for the strategic leadership, oversight and supervision of all staff assigned to the six direct service departments of the agency (ECI, IELC, Pediatric Therapy, ABA, CRC, HMG);
- Serve as the internal consultant to the CEO, CFO, Board of Directors for all direct service functions of the agency, making recommendations and suggesting pro-active strategies to operate and sustain all agency programs.
- Collaborate with the CEO in setting and driving organizational vision, operational strategy and hiring needs;
- Analyze program data and operations to provide monthly and annual reports on program effectiveness, efficiency, and impact and recommend change, enhancement, and/or sunseting (if necessary) in order for

the agency to continually meet its mission and maintain a competitive advantage in the industry PdN Children's operates in.

- Translate strategy into actionable goals for performance and growth helping to implement organization-wide goal setting, performance management, and annual operating planning;
- Oversee agency program operations and employee productivity, building a highly inclusive culture ensuring team members thrive and organizational outcomes are met;
- Ensure effective recruiting, onboarding, professional development, performance management and retention so that PdN Children's always has high-performing professionals committed to meeting the agency mission and maintaining its position as a community leader in its industry.
- Provide effective leadership of staff and management of resources to ensure the agency provides its services and meets its mission in compliance with local, state and federal regulations that govern the delivery of program services.
- Will think strategically and maintain a vision of the industry landscape in order to identify potential new services in alignment with the agency mission that can be developed in the future so that PdN Children's always maintains its leadership role in the community and is the industry leader for the work we do.
- Work with the Board, CEO and CFO to develop and implement the strategic initiatives and vision to achieve the goals documented in the agency's strategic plan;
- Develop actionable program strategies and plans that ensure alignment with short-term and long-term objectives developed in collaboration with the CEO;
- Monitor performance with tracking and establish corrective measures as needed to ensure programs continue to maintain their effectiveness and impact.
- Work closely with the CFO to ensure programs are administered in accordance with the agency annual budget, program budgets and financial sustainability in mind;
- Maintain a positive and cooperative relationship with program director's and supervisors to ensure a culture of transformation leadership and empowerment of personnel;
- Keep up with the latest trends in the child welfare industry by actively enrolling and participating in professional development workshops and training on an annual basis;
- In partnership with the leadership team, conduct program evaluations and develop recommendations to ensure program viability and sustainability are consistent with the vision and mission of the organization.
- Participate on related community & state level boards and committees, lecture at training sessions and conferences and generally become involved externally to help bring forth awareness and credibility of the agency.

## **Competencies**

- Leadership and Competencies including:
  1. Ability to supervise, motivate, inspire, delegate and direct others;
  2. Strong decision-making capacity;
  3. Strong ethical values;
  4. Ability to apply flexible leadership styles to effectively supervise personnel under varying conditions;
  5. Willingness to commit time and effort to the achievement of the department and agency mission.
- Business Acumen including:
  1. A general understanding of the various services delivered by the programs of PdN Children's including therapy, case management, counseling, early learning and childcare, the needs of children with disabilities, counseling and referral services, family support services and systems;

2. A strong understanding of organizational and operational leadership, i.e. “running a business”.
  3. A general understanding of program accounting, cost allocation, budgeting, revenue generation, cost/benefit analysis, developing cost of service, break even analysis.
- Strong communication including upward, downward, lateral and external communications.
  - Ability to speak publicly regarding the agency and the work the agency is responsible for doing
  - Ability to provide consultation and recommendation.
  - Ability to provide training and skills development
  - Strong analytical skills
  - Ethical Practice.
  - Global & Cultural Awareness.
  - Relationship Management.
  - Knowledge of Office Suite, Excel, TEAMS, and program database software.

### **Supervisory Responsibility**

Provides direct supervision to all program directors, supervisors that answer directly to the Office of the CPO according to the chain of command.

### **Education and Experience**

- Master’s Degree or higher in Business Administration, Management, Leadership or related business field and 3 years leadership experience in a non-profit or clinical environment, or Bachelor’s Degree in Business Administration, Management, Leadership or related business field and 5 years leadership experience in a non-profit or clinical environment
- Master’s Degree or higher in a Health Science and/or Health Administration discipline with 5-years supervisory/leadership experience.
- Leadership competency for the incumbent to be included in the agency’s succession planning process.

### **Preferred Education and Experience**

- PhD or Doctorate in the field

### **Additional Eligibility Qualifications**

- Must pass criminal history background check with no felony arrests or convictions and no arrests or convictions for any theft (above a class C), any offense involving fraud or any offense involving the possession or sale of any illicit substance.

**Other Duties as assigned - Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.**

**Work Environment** - This job is an executive leadership position of the agency and is considered an exempt position under the FLSA. The employee will normally work under normal administrative operating hours but will be expected to put in the time and effort beyond normal administrative working hours in order to complete the job. A commitment to working occasional long hours, working after hours and weekends and flexibility of time and effort, is expected. This job operates in a professional office environment. This role routinely uses standard office equipment such as laptop computers and smartphones.

**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.

**Physical Abilities**

Stand N ☐ O ☒ F ☐ C ☐

Walk N ☐ O ☒ F ☐ C ☐

Sit N ☐ O ☐ F ☒ C ☐

Manual Dexterity/Touch N ☐ O ☐ F ☐ C ☒

Reach Outward N ☐ O ☒ F ☐ C ☐

Reach Above Shoulder N ☐ O ☒ F ☐ C ☐

Climb N ☐ O ☒ F ☐ C ☐

Crawl N ☐ O ☒ F ☐ C ☐

Squat or Kneel N ☐ O ☒ F ☐ C ☐

Bend N ☐ O ☒ F ☐ C ☐

Vision (Near, Distance, Color, Peripheral, Depth Perception) N ☐ O ☐ F ☐ C ☒

**Lift /Carry**

☐ 10 lbs or less

☒ 11-20 lbs

☐ 21-50 lbs

☐ 51-100 lbs

☐ Over 100 lbs

**Push / Pull**

☐ 12 lbs or less

☒ 13-25 lbs

☐ 26-40 lbs

☐ 41-100 lbs

**N (Not Applicable)** Activity is not applicable to this occupation.

**O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

**Essential Functions - Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

**This position requires that the incumbent work from the office and be available to meet with all staff, clients and stakeholders in person. The agency provides flexibility and allows for the ability to work occasionally from home or offsite, but this is only when it is necessary to do so.**

**Signatures**

This job description has been approved by all levels of management:

CEO \_\_\_\_\_

Date \_\_\_\_\_

COO \_\_\_\_\_

Date \_\_\_\_\_

CFO \_\_\_\_\_

Date \_\_\_\_\_

HR Director \_\_\_\_\_

Date \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_

Date \_\_\_\_\_