



Chief Program Officer

Background:

HOPE has a 35+ year track record of empowering New Yorkers to build sustainable futures through comprehensive training, jobs, advancement and lifelong career support. HOPE is an outcomes-focused organization. Our student-centered approach, employer-driven training, wide range of support services, and commitment to ongoing engagement yield strong results, notably a job placement rate of 75% and retention rates of 92% at 90 days and 81% at one-year. We are focused on expanding our impact and positioning ourselves for growth while continuing to enhance the quality of our services and build upon our successful outcomes.

This is an exciting time at HOPE, as we have recently successfully pivoted our model for remote training and will be building a hybrid approach which combines the best of in-person and remote training. At the same time, we are working with partners and peers in the field to understand the opportunities presented by the post-COVID economy which will drive our clients' success. Finally, we are continuing to build on strong leadership and governance - as evidenced by 2019 finalist status for the Nonprofit Excellence Awards - with an organization-wide DEIA effort, the launch of a new Associate Board, and more.

The Position: The HOPE Program is hiring a Chief Program Officer, a member of the leadership team, reporting to the Executive Director. This person will manage a team responsible for our participant outreach, remote and in-person program delivery for 500+ students and hundreds of graduates annually (including classroom-based training covering professional skills, digital and financial literacy, work wellness and mental health, industry certifications, and sector-based hands-on training), employment placements, and retention and advancement services in our Bronx and Brooklyn sites. This person will ensure our four current programs and any future programs launched are high-quality and cost-effective and that program graduates are prepared for and advance in the labor market in a manner that reflects HOPE's values, best practices and high standards of care and accountability.

Responsibilities:

- Provide high-quality, consistent supervision to direct reports overseeing day-to-day program delivery which include: Director of Recruitment, Brooklyn Program Director, Bronx Program Director, Director of Employment and Graduates Services, Director of Work Wellness, Director of Digital Literacy & Director of Transitional Employment; monitoring and evaluating overall program staff and managing job performance
- Lead the programmatic strategic planning initiatives, which include programmatic growth, building partnerships with key employers in in-demand sectors, leading external consortia of providers, and other initiatives which further HOPE's highly effective approach to empowering New Yorkers to build thriving careers
- Support the development department in fundraising efforts including responses to RFP's, explaining programs to potential donors and funders, conducting tours through

programs, presenting program outcomes, responding to detailed questions regarding programs and ensuring that programmatic services are delivered and programmatic goals are met per all foundations funding sources

- Provide regular programmatic reports for inclusion in board packages and presentations at board meetings
- Manage HOPE's relationships with Federal, State and City agencies and ensure programmatic services are delivered & programmatic goals are met per all government grants
- Support the finance department by working with them to create program budgets that meet program goals, review monthly financial reports to monitor program expenses and make adjustments when necessary
- Advance the organization's commitment to excellence by supporting continuous quality improvement and creating opportunities for staff members, managers, students and graduates to actively participate in the improvement process
- Ensure staff development & training
- Create and foster a culture of professional compassion that reflects HOPE's core values
- Work with HOPE's Evaluation team to monitor and evaluate programming and promote improvement through thorough measurement, planning, training and implementation activities
- Develop new policies for presentation to Executive Director and implement approved policy changes
- Represent HOPE on relevant external committees, workgroups and task forces and provider coalitions and in fundraising opportunities as appropriate
- Other duties as assigned

Qualifications:

- Minimum of a Master's Degree in Business Administration, Public Administration or in relevant Human Service field such as social work, psychology or counseling, or, in the absence of such degree, comparable experience and expertise
- Minimum of 7 years of progressive management experience in relevant field
- Thorough knowledge of services, funders and service communities that address issues faced by HOPE students and graduates, including criminal justice involvement, addiction, unemployment, mental illness, trauma, and homelessness
- Creative, innovative, growth mindset with demonstrated history of successfully managing change
- Demonstrated ability to manage staff and programs
- Demonstrated ability to develop strategies, business plans and budgets to meet challenging goals
- Deep demonstrated commitment to working with a comparable client population, and to nurturing and developing staff and managers
- Detail-oriented, well-organized, solutions-oriented, data-driven, outcomes-oriented, professional, compassionate
- Demonstrated cultural competence and ability to work effectively and sensitively with diverse staff and clients
- Excellent written and oral communication skills, strong computer skills, demonstrated capacity to use data effectively in planning and management, and strong professional role modeling

- Understands financial reports and applies data to assess program effectiveness
- Zoom, Google applications (Docs, Sheets, Slides), and Salesforce experience a plus
- Demonstrated history of competence in working with government and regulatory agencies

Salary/Benefits: Salary is dependent upon experience. HOPE provides a full package of benefits including: healthcare and dental insurance; retirement plan; competitive vacation (plus 1/2 day Fridays during summer which is equal to 7.5 additional vacation days); and 12 paid holidays.

Interested Candidates: Email cover letter, indicating what position you are applying for and where you saw listing, and resume to hr@thehopeprogram.org. Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

The HOPE Program is an equal opportunity employer.

www.thehopeprogram.org