

**CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA**  
**JOB DESCRIPTION**

**NOTICE:** This job description is provided as a general summary of common job duties performed by individuals assigned to this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Catholic Charities, nor does it in any way alter the employment at-will relationship that exists between employees and Catholic Charities. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

**JOB TITLE:** Chief Program Officer  
**REPORTS TO:** Chief Executive Officer  
**EMPLOYMENT STATUS:** Exempt  
**TIME COMMITMENT:** Full-Time  
**SALARY:**

**Position Summary**

The Chief Program Officer (CPO) provides leadership, supervision, oversight, and management of the agency’s programs and services in the impact areas of Homelessness and Housing Solutions, Financial Stability and Crisis Response, and Immigration and Naturalization. The Chief Program Officer oversees staffing, budgets, spending, planning, and service development, and provides recommendations for innovative opportunities that reflect community and stakeholder changes within the range of services that the agency provides.

This position will provide overall agency leadership as a member of the Executive Team and will focus on a One Agency lens, keeping the Mission, Vision, and Values, and policy and procedure in alignment. In every sphere of influence, the Chief Program Officer ensures compliance with relevant ethical guidelines, laws, policies, and procedures, and continually researches and implements best practices. The Chief Program Officer represents Catholic Charities in external settings as a key representative of Catholic Charities in the community.

**Dimensions**

Staff: Supervision (5-20), Direct Reports (2-4), Volunteers (0-15)  
Budget: \$23M  
Agency-wide Committees: Executive Team, Leadership Team  
Signature Authority: Per Agency Financial Processing Approval Procedure/Authority Levels

**Essential Functions**

1. Participate as a member of the Executive Team to define the organization’s mission and direction. This includes strategic and operational planning, ensuring alignment of development activities with Mission, Vision, and Values, evaluating the effect of internal

and external forces, and adjusting messaging and strategy as needed, developing a healthy funding mix, and evaluating and influencing the performance of the department and agency as a whole.

2. Develop and manage a comprehensive outreach/working relationship with stakeholders including other shelter providers, elected officials, businesspeople, and neighborhood residents. Represent the agency in public and private forums on the subjects of the services within the Director's control.
3. Maintain awareness of changes in market and community processes that can impact shelter services; recommend prospective recommendations and innovations that address expected changes.
4. Manage, direct, and evaluate Directors ensuring that employee management meets agency minimum requirements for job evaluation, problem solving, and employee discipline. Ensure employee training is accessed as required by funding sources and accreditation standards. Ensure Directors have adequate standard and emergency staffing for delivery of services. Support strong case management components and services which focus on moving people out of homelessness.
5. Implement policies and procedures in line with best practice standards. Implement performance and quality improvement process in compliance with agency's process. Ensure Directors are aware of agency policies and use the policies in the administration of program and staff issues.
6. Identify and develop program-specific outcomes to ensure program effectiveness and impact, and the ability to report that to funders and the community. Design and manage program services directly related to those outcomes.
7. Direct the development and management of all assigned budgets including monthly review of revenue and expense activity within agency parameters. Collaborate with Finance, Accounting, and Compliance to ensure grant funding requirements are managed. Make ongoing recommendations for improvements in efficient operations and reductions in expenditures where possible.
8. Direct and oversee the completion of reports and statistical analysis of activities as required by the agency, ensuring that requests for data and reporting meet compliance with grants and funding agency requirements.
9. Ensure appropriate control and review of all facilities, equipment and resources of the programs, including routine maintenance and security planning for safety of staff, clients and facilities.
10. In collaboration with the Director, Homelessness and Housing Solutions, assist grant

administration in the areas of Housing and Urban Development, Continuum of Care, Emergency Solutions, local grants, private foundations, and in other existing and future areas. Assist with the Community Development Commission's administration requirements and budget implementation and manage program aspects of the annual budget.

11. Work closely with agency senior staff and other employees and ensure a good working relationship with other departments/programs.
12. Collaborate with the Development Department in the design and coordination of program development activities, public relations materials, events, and media communications.
13. Ensure compliance with all regulatory, licensing, and accreditation requirements. This includes having continuing dialogue and effective reporting with external agencies.
14. Work with the Human Resources and Program teams to locate and obtain appropriate human resources for programs.
15. Support the Mission, Vision, and Values of Catholic Charities in the performance of all essential job functions and responsibilities.

**Note: Catholic Charities considers this position to be a mandated reporter of child abuse and elder abuse.**

### **Other Responsibilities**

1. Requires travel throughout Sonoma, Lake, Mendocino, and Napa counties.
2. Requires flexible schedule including weekend and evening work as needed.
3. Work with the Diocese of Santa Rosa and local parishes as appropriate and requested.
4. Perform other related duties as assigned.

### **Agency Culture**

It is essential that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values.*
- *A commitment to excellence in everything we do.*
- *A commitment to performance and quality improvement.*
- *A commitment to outcomes and measured results.*
- *A commitment to innovation and to what is possible.*

## **Education, Experience, and Skills Required**

1. Bachelor's degree and a minimum of five years of experience in a senior leadership role. An additional four to six years' experience in human or social services may substitute for a Bachelor's degree. A Master's is degree preferred. An additional two to three years' experience in human or social services may substitute for a Master's degree.
2. Demonstrated ability to develop and manage complex program budgets.
3. Understanding of causes of homelessness and responsiveness to the needs of people experiencing homelessness. Knowledge of Housing First principles and methods preferred.
4. Excellent organizational skills needed. Must be able to prioritize responsibilities properly and handle multiple tasks relating to concurrent development projects. Ability to develop and implement strategic and operational plans.
5. Demonstrated ability to be responsive to deadlines, managing, and completing multiple projects simultaneously in fast-paced, demanding environment. The ability to keep up to date with the issues the agency addresses.
6. Ability to work independently and collaborate effectively and work as part of a team. Cooperative, friendly, proactive, and helpful attitude with clients and co-workers of all ages and socio-economic backgrounds.
7. Excellent written and verbal communication; organization, fundraising, conflict resolution, problem-solving, analytical, and abstract reasoning skills. Must be able to convey information and ideas clearly utilizing a high-level of initiative, judgement, and critical thinking skills. Ability to manage confidential information.
8. Excellent interpersonal skills, cooperative, friendly, proactive, and helpful attitude with clients and co-workers. Ability to work closely with clients and other employees to ensure a positive and constructive environment within the program or department and throughout the agency.
9. Passion and enthusiasm for the mission of Catholic Charities to care for the most vulnerable members of our community to transform their lives through dignity, hope, and love, including the ability to confidently speak the language of the Catholic faith and Catholic Social Teaching with donors, volunteers, and staff.
10. Valid driver license and at least state required minimum of automobile insurance, clear DMV driving record and ability to provide own transportation. Must be willing and able to travel between agency sites.

11. Must pass DOJ background clearance (fingerprinting) in accordance with the Diocese of Santa Rosa’s policies prior to start of employment.

12. Bilingual (English/Spanish) preferred, but not required.

**Job Analysis/Job Description Physical Requirements**

Never (N)

Occasionally (O) = Up to 3 Hours per Day

Frequently (F) = Up to 6 Hours per Day

Constantly (C) = Up to 8 Hours per Day

<b>Physical Activities</b>	<b>Frequency</b>
Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like.	N
Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.	N
Remaining in a stationary position, often standing, or sitting for prolonged periods.	C
Moving about to accomplish tasks or moving from one worksite to another.	F
Adjusting or moving objects up to 10 pounds in all directions.	F
Communicating with others to exchange information.	C
Repeating motions that may include the wrists, hands, and/or fingers.	F
Operating machinery and/or power tools.	N
Operating motor vehicles or heavy equipment.	O
Assessing the accuracy, neatness, and thoroughness of the work assigned.	C

<b>Environmental Conditions</b>	<b>Frequency</b>
Low Temperatures.	O
High Temperatures.	O
Outdoor elements such as precipitation and wind.	O
Noisy environments.	O
Hazardous conditions.	O
Poor ventilation.	N
Small and/or enclosed spaces.	O
No adverse environmental conditions expected.	X

<b>Physical Demands</b>	<b>Frequency</b>
Sedentary work that primarily involves sitting/standing.	C
Light work that includes moving objects up to 20 pounds.	O

Medium work that includes moving objects up to 50 pounds.	N
Heavy work that includes moving objects up to 100 pounds or more.	N

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### Signatures

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

Management \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

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

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee Name (Printed) \_\_\_\_\_