



## JOB POST

**Job Title:** Chief Program Officer  
**Reports to:** Chief Executive Officer  
**Revision Date:** July 2024

### **ABOUT BROAD STREET LOVE**

Broad Street Love is an organization that helps Philadelphians living in deep poverty stabilize their lives through a unique offering of meals and social services that is welcoming to everyone. Our long term vision is not only to meaningfully reduce the trauma and suffering caused by scarcity for Philadelphia's most vulnerable populations, but, along with best-of-class social services and government partners, to break the cycle of poverty, homelessness and hunger in Philadelphia.

### **POSITION SUMMARY**

The Chief Program Officer (CPO) is a key member of the executive team, responsible for development, implementation and evaluation of our core program areas, strategic initiatives and collaborative partnerships. Responsible for aligning programs and intervention strategies with our goals, objectives, mission and vision, the CPO collaborates with staff to optimize work across all service areas. The CPO will provide leadership, supervision, guidance and support to program leadership with an eye toward improving stewardship, developing and fine tuning operations, building the next generation of leaders among our staff, and ensuring that we are using the right data to inform our practices. Partnerships will be under the purview of the CPO, who will be responsible for developing the strategy and vision for all of our medical, legal, social service, therapeutic arts and other kinds of collaborations and initiatives with outside partners and entities that support our guests.

### **DUTIES AND RESPONSIBILITIES**

#### *PROGRAM LEADERSHIP*

- Provide strategic oversight and management for all program and service areas of the organization, including Restorative Services, Culinary Program, Clinical Support Services, Guest Relations and Faith and Spirituality programs.
- Promote BSL's Radical Hospitality approach and contribute to the field's understanding of our service method and models, including executing a strategy for creating an evidence base for our intervention strategies and programs.
- Other duties as assigned.
- Supervise, mentor, and lead program teams and operations, consisting of multiple direct and indirect reports to ensure outstanding program delivery.

#### *Quality Assurance & Compliance*

- Lead integration and consolidation of program data in a new database.
- Develop and monitor data processes to maintain data quality and integrity.



- Ensure compliance with all necessary regulatory, licensing, and privacy requirements.
- Ensure that reporting needs are met for all contracts, partnerships and grants.
- Oversee the proper management and development of program budgets and strategic budget management, including in-kind donations.
- Create and execute strategic vision for building a culture of learning and create a strong evidence base for BSL's interventions and programs through partnerships with research institutions.

#### *Partnership Development*

- Support stewardship through building and maintenance of positive relationships with funders and external stakeholders.
- Represent the organization at community events, conferences, and coalitions to promote programs and advocate for client needs.
- Provide presentations, trainings, workshops and represent the organization on public panels and at conferences.

## **QUALIFICATIONS AND SKILLS**

### **EXPERIENCE**

- Masters degree or equivalent experience in human services, social services, social work or related field. LPC, LCSW, LMFT preferred.
- A minimum of 10 years progressive experience working in social services, mental health, and/or similar fields with vulnerable adults and minimum of 5 years in a Director level position.

### **Skills**

- Ability to act with integrity, professionalism, and confidentiality.
- Demonstrated experience with data analytics, data management and administration, and program evaluation design.
- Strong management, administrative, organizational and interpersonal skills are required
- Excellent communications skills including professional writing, creation of presentations and program materials, and public speaking abilities.
- Demonstrated capacity as an innovator, capable of creative problem solving.
- Ability to adapt to changing priorities, remain calm under pressure, and overcome obstacles to meet deadlines and expectations.
- Proven team leader and community builder with outstanding coaching, mentoring, and performance management abilities.
- A commitment to diversity, equity, inclusion, and accessibility in all forms, and a proven ability to cultivate and lead a diverse staff that is representative of the constituency we serve and the community in which we provide that service.
- Ability to influence and articulate larger picture operational functions of the organization; social, economic, and political drives within the community; and trends in system changes and resources that impact program implementation and delivery.



- Sound professional judgment; discretion in handling confidential information; and ability to interact appropriately and effectively with internal and external stakeholders, including funders, board members, and civic leaders.
- Proficient in the use of G-Suite and/or Microsoft programs including Gmail, Google Docs, Sheets, Excel, Word, Google Calendar and/or Outlook.

### **Dependability**

Reliable and punctual with strong work ethic and the ability to work independently and with a team

### **Physical Requirements**

Ability to occasionally lift and carry up to 25 pounds frequent sitting, standing, and walking; ability to travel locally for program oversight and community engagement activities; ability to work in various environments, including office settings and community event locations.

### **Work Schedule**

This is a full time, exempt position located at 315. S. Broad Street in Philadelphia. Normal working hours are between 9:00 a.m. and 5:00 p.m. Monday through Friday. As an exempt salaried employee, you will be expected to work additional hours as required by the nature of your work assignments.

### **OTHER**

Broad Street Love does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, criminal record, or any other status protected under federal, state, or local law. Broad Street Love believes that diversity and inclusion among our staff is critical to our success as a community services organization, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.

This position is located at Broad Street Love, 315 S. Broad Street. Employees are required to perform work on-site, and all or most orientations will occur on-site.

Salary Range: \$100,000- \$105,000 The successful candidate will receive a competitive compensation package that includes: medical, dental, and vision, 401(k) retirement plan, paid holidays and PTO.

***To apply for this position, please send your resume, salary requirements, and cover letter to: [employment@broadstreetlove.org](mailto:employment@broadstreetlove.org). Indicate "Chief Program Officer" in the subject line of your email.***