Vice President & Chief Program Officer

Description:

The Boys & Girls Clubs of Metro South was formed in 2019 through the merger of the Boys & Girls Club of Brockton (founded in 1990) and the Boys & Girls Club of Taunton (founded in 1902) in order to maximize our impacts in each respective community and bridge service gaps in our region.

Reporting to the President & Chief Executive Officer, the Vice President & Chief Program Officer (CPO) serves as a member of the Senior Leadership Team and is responsible for setting programmatic and operational strategy to help the organization live out its mission, vision, and strategic plan. The CPO ensures successful daily operations and sustained growth of our Clubs through programming quality, innovation, evaluation, and expansion. The CPO is also responsible for the growth and engagement of our membership, volunteer and staff development, financial development and fiscal management, and facilities and risk management.

The CPO is directly responsible for providing leadership and direction to three locations (Units) and youth development program centers, as well as the direct supervision of two Clubhouse Executive Directors. The CPO will also engage the Board of Directors frequently under the direction of the CEO and will assume the duties of the CEO in their absence.

Qualifications:

- Bachelor's degree required; advanced degree in Business/Public Administration or a related field is strongly desired.
- A minimum of eight years leadership experience in a nonprofit, government, or philanthropy, overseeing multiple programs or contracts ideally at an organization serving low-income youth or communities.
- Passion for the Boys & Girls Club mission and purpose and an ability to communicate this passion to others.
- Demonstrated experience managing a high-performing team in a multi-site structure to include professional development and mentorship.
- Comprehensive working knowledge of program planning, organizational structure, budgeting, administrative operations, and fundraising.
- Expertise in one or more of the following service areas: education, youth development, workforce development, or childcare.
- Demonstrated ability to analyze and compile complex data for planning and reporting purposes.
- Excellent communication skills, both written and oral, with the ability to represent the organization externally across a wide range of stakeholders and constituencies.
- Strong relationship builder with the ability find common ground, build consensus and strengthen collaboration among diverse stakeholders.
- Strong community awareness and astuteness.
- Ability to successfully navigate in a fast-paced, outcomes-driven and entrepreneurial environment.
- Demonstrated commitment to the values of diversity, inclusiveness and empowerment.
Essential Functions:

**Leadership, Staff Management and Organizational Strategy**

- In coordination with the CEO and executive team, play a key role in the overall development, strategic planning, service delivery, and management of the organization across multiple sites and departments.
- Directly supervise two Clubhouse Executive Directors, providing support and strategic guidance to ensure programmatic quality and operational efficiency.
- Assist with the coaching and professional development of program directors and coordinators, working to build their skills and confidence so that they can mentor, encourage, and motivate all staff.
- Provide assistance and guidance on best practices for troubleshooting program and staff performance challenges. Mentor directors, managers, and coordinators on best practices for proactive planning to improve program management.
- Deploy resources efficiently and effectively toward organizational goals, working with staff to balance workload, and provide regular feedback to position key staff for continuous improvement of their supervision and mentoring skills.
- Create and support a high performing culture amongst the program team which aligns with organization’s core values: safety, inclusivity, integrity, empowerment, and access.
- Develop a team-based environment to motivate and inspire staff to work collaboratively towards shared and individual goals by clearly communicating the organization’s vision and implementing yearly staff development plans and mentoring. Coordinate with the Human Resource Director to identify and create leadership and professional development opportunities for staff.
- Establish annual program, departmental, and staff goals and objectives and track results against these goals as well as accountability protocols, in collaboration with Clubhouse Executive Directors.
- Participate in the annual budget development process and maintain a high level of fiscal responsibility.
- Support fundraising and development efforts through the promotion and execution of the Club’s annual advancement plan, providing effective data to evidence programmatic impact, and partnering with the Chief Advancement Officer to steward funding relationships. Coordinate with the Chief Advancement Officer on developing new program ideas and pilot projects, including integrating successful pilots into the program department.
- Under the advisement of the Board of Directors and in partnership with the Chief Executive Officer and Chief Advancement Officer, implement the Club’s strategic plan, as well as develop and implement new initiatives that reflect the organization’s mission.
- Represent the Club and the President & CEO, on relevant committees and task forces, as well as at speaking engagements, conference panels and trainings.
- Monitor emerging needs among key stakeholders such as clients, government, philanthropy, and employers.

**Program Oversight & Evaluation**

- Oversee the coordination, integration, and delivery of all programs, contracts and related services, promoting collaborative relationships between program areas and ensuring that the expectations of funders, partners, constituents, clients, and other stakeholders are consistently met.
- Support the fulfillment of responses to government and foundation requests for proposals and applications in partnership with the advancement team; coordinate planning and activities necessary for development of model program designs in response to advancement needs.
- Work closely with the finance department to budget and monitor programmatic operations to ensure sound fiscal and system management.
- Ensure the delivery of qualitative and quantitative goals and outcomes of programs and services.
- Coordinate and analyze the appropriate data to inform the programmatic and operational decision making process. Use the existing membership database platforms to increase the Club’s efficiency, transparency and collaborative efforts among teams.
- Determine staffing plans to achieve program goals and objectives and participate in hiring decisions for new program staff.
- Deepen existing and create new performance and outcome measures for outreach and recruitment, retention, enrollment, completion, and other measures that are core to Club’s mission.
- Develop an assessment protocol to determine the feasibility and sustainability of programs as well as lead to more effective and efficient service delivery.
- Analyze and assess programs based on data collected and implement corrective measures if required.

**How to Apply:**
Please email your cover letter and resume to dheim@bgcmetrosouth.org or mail to:

Derek W. Heim
President & CEO
19 Court Street
Taunton, MA. 02780

**Salary Range:**
Salary Commensurate with Experience
Benefits: Medical, Dental, STD, LTD, Life, and Pension

**Search Process Target Dates:**
- Job Announced: September 25, 2020
- Resumes accepted through: October 16, 2020 (5:00pm EST)
- Selection made: Early/Mid November
- New VP & Chief Program Officer on staff (anticipated): Mid/Late November

**Questions regarding this position should be directed to:**
Derek W. Heim
President & CEO
Boys & Girls Clubs of Metro South
508-812-3119
dheim@bgcmetrosouth.org

*DISCLAIMER:* The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job. All offers are contingent upon passing a thorough background check including a CORI, SORI and National Criminal History Background check. The Boys and Girls Clubs of Metro South is an Equal Opportunity Employer.