

YWCA Greater Lafayette

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ywcalafayette.org

Chief Program Officer

As YWCA further strengthens its mission to eliminate racism and empower women, we are seeking an inaugural executive leader to oversee our primary program areas. The Chief Program Officer (CPO) will serve as a critical member of the executive management team. In collaboration with the CEO and CFO, the CPO will articulate and implement the strategic vision and leadership of YWCA; oversee a significant portfolio of programs and related services; evaluate the effectiveness of programs to provide ongoing feedback; help to promote and diversify funding through effective resource stewardship at an agency with a mix of government funding, corporate and private philanthropic support; raise YWCA's profile through external communications; provide mentoring, guidance, supervision and professional development to all program leadership staff; and enhance the structure of the organization by staying abreast of developments in workforce, education, survivor services and women's health.

The CPO will oversee a program portfolio that includes: 1) Domestic Violence Intervention and Prevention Services; 2) Empowerment Services including the successful development and launch of YWCA Strive Workforce Development Program, Dress for Success, Allstate Moving Ahead Financial Literacy Education; and Racial, Restorative and Social Justice programming; 3) Women's Health Program including Indiana State Department of Health Breast and Cervical Cancer Program and WiseWoman; and 4) Adult and Youth Programs. The CPO will also frequently engage with the Board of Directors under the direction of the CEO.

Key Responsibilities

Leadership, Staff Management and Organizational Strategy

- In coordination with the Chief Executive Officer 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 up to five program directors, managers and coordinators; working closely with senior program staff to build skill and confidence so they can mentor, encourage, and motivate all staff.
- Provide assistance and guidance on how to troubleshoot program and staff performance challenges.
- Mentor directors, managers and coordinators on how to proactively engage in planning to improve program management.
- Deploy resources efficiently and effectively toward organizational goals, working with staff to balance workload and effort, and provide regular feedback so that key staff can continuously improve their supervision and mentoring skills.
- Create and support a high performing culture in the program department aligned with YWCA core values: teamwork, achievement, trust, growth, collaboration, service, creativity and respect.
- Develop a team-based environment to motivate and inspire staff to work collaboratively toward vision and goal, by clearly communicating agency vision, implementing yearly staff development plans and mentoring.
- Coordinate with CEO and CFO to identify and create leadership and professional development opportunities for YWCA staff.
- Establish annual program, departmental and staff goals and objectives and track results against these goals as well as accountability protocols.
- Participate in the budget development process and maintain a high level of fiscal responsibility.
- Support fund development efforts through the promotion and execution of YWCA fundraising events, grant and proposal writing and partnering with the CEO to steward funding relationships.
- Coordinate with the CEO and CFO on developing new program ideas and pilot projects, including integrating successful pilots into programs.
- Under the advisement of the Board of Directors and in partnership with the CEO and CFO, implement new

strategic plans, as well as develop and implement new initiatives that reflect the organization's mission.

- Serve as liaison to key government agencies, in particular, Indiana Criminal Justice Institute, Indiana State Department of Health and local/regional city and county governments.
- Represent YWCA and YWCA's 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 Development, Oversight and 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.
- Successfully integrate, launch and lead the YWCA Strive workforce development program's first year.
- Respond to government and foundation requests for proposals and applications in partnership with development and senior staff; coordinate planning and activities necessary for development of model program designs in response to RFPs and RFAs.
- Work closely with the CEO, CFO and 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 or new platforms to increase YWCA'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, completion and participation rates for employment, retention, college training/enrollment/completion and other measures that are core to YWCA'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, and submit findings to relevant funders and grant makers according to program requirements.

Qualifications

- A minimum of five years leadership experience in a nonprofit, government, or philanthropic settings overseeing multiple programs or contracts.
- Bachelor's degree or a combination of education and extensive experience highly desired; advanced degree.
- Demonstrated commitment to the values of diversity, inclusiveness and empowerment.
- Passion for YWCA's mission and purpose and an ability to communicate this passion to others.
- Demonstrated experience managing a high-performing teams 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, workforce development, employment, adult education, restorative justice, women's services and/or survivor services.
- 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.
- As an executive level leader, high levels of professionalism and integrity.

Additional Requirements

To perform essential functions of this job, the employee is regularly required with or without reasonable accommodation to sit, stand, bend and reach with manual dexterity sufficient to operate standard office machines such as computers, copiers, telephones and other office equipment. Valid driver's license required. May require lifting up to 40 pounds. Requires normal range of hearing and vision.

To Apply

Please send a resume and thoughtful cover letter that includes how your skills and experience meet the qualifications of the position, as well as a salary history, both in Word format, to Allison Beggs at abeggs@ywcalafrayette.org. Please type CHIEF PROGRAM OFFICER in the subject line. Applications must be received by close of business on Friday, Sept. 11, 2020. YWCA offers a salary and benefits package commensurate with experience and skills. YWCA is highly committed to diversity and a workplace environment that respects, appreciates and values employees from all backgrounds; candidates of color strongly encouraged to apply.

CHIEF PROGRAM OFFICER– 9-3-2020