



## **Children's Home Society of North Carolina Chief Program Officer**

Greensboro, NC / flexible in NC



## Chief Program Officer

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### About Children's Home Society of North Carolina

Throughout our remarkable, 120-year history, Children's Home Society of North Carolina, has remained focused on our mission to promote the right of every child to a permanent, safe, and loving family. Our ability to adapt and evolve while never losing sight of this mission has driven our success. The past 20 years have been a particularly significant evolutionary period as we have diversified from a focus on adoption and foster care to a broader portfolio of services including family support and prevention and educational programs.

Children's Home Society of North Carolina (CHS) is a nationally recognized organization with a first-class reputation for innovation and impact. We serve the entire state of North Carolina, from the mountains to the coast, and impact 20,000+ families annually. CHS programs are best-in-class in the child and family services field, building on deep expertise in adoption and permanency services, family preservation, education and support, and home visiting service. CHS is committed to evidence-based models and services informed by strong research, partnering with leading model developers and evaluators. We also conduct significant internal impact and outcome analysis led by a skilled Analytics and Quality Improvement team.

From 2016-2020, the organization doubled in size and scope, thanks in part to a successful \$50+ million Promise of Family capital campaign. With 13 offices across North Carolina, and remote work opportunities, we now employ 300 individuals and continue to grow a workforce that is equitable, diverse, and inclusive. CHS was named a Best Place to Work 2021 by Gallagher Bassett and has created a top tier team committed to championing child and family well-being. As a leader in serving children and families in North Carolina, we believe our values for innovation, compassion, integrity, and excellence contribute to our success.

In line with our history of striving for meaningful impact and continuous improvement, we have recently embarked on a strategic plan that is focused on two primary priorities: 1) keeping children safely with their families whenever possible; and 2) ensuring children involved with the foster care system achieve

the best possible outcomes. We are advancing 11 interrelated initiatives in three areas: direct services, transformative innovation, and strengthening CHS as an organization. The Institute for Family, launched in 2020, is an important component of our transformative innovation work, promoting family as the #1 determinant of child wellbeing and success, while seeking to catalyze and support system change and financing through storytelling, convening, and other strategies.

For more information on CHSNC, please visit [website](#).

## The Opportunity

As North Carolina's leader in transforming families and communities so children can thrive, we are seeking a Chief Program Officer to lead the programs for our organization.

Reporting to the CEO, the Chief Program Officer (CPO) is responsible for implementing the overall business strategy for Children's Home Society of North Carolina (CHS) as it relates to our many programs for children and families. The Chief Program Officer will provide effective leadership as well as stewardship of CHS services and programs by working with the CEO and the leadership team, to include ensuring legal and regulatory compliance related to services and programs. The CPO will also develop and implement strategic priorities that are in line with the overall organizational strategic plan. They will assist the CEO in building and maintaining strong relationships with external partners, policymakers, funders and donors, and the CHS community. The CPO will be expected to lead with our core values of integrity, compassion, innovation, and excellence.

The CPO role is an incredible opportunity to join and contribute to a team advancing our mission and impact, including an exceptional staff and a community of exemplary partners. CHS collaborates with leading consultants, funders and model developers in the field, including the Bridgespan Group, Chapin Hall, The Duke Endowment, Dave Thomas Foundation for Adoption, Child First, Annie E. Casey Foundation, and many others. CHS is a founding member and strong contributor to our national network, Children's Home Society of America, providing learning and collaboration opportunities with other organizational leaders across the country.

**The CPO's responsibilities will include:**

### Programmatic Strategy & Vision

- Lead strategic plan work around the continued creation and growth of evidence-based practice and programming by identifying opportunities to advance programs based on community needs.
- Build relationships with community partners including the Department of Health and Human Services, Department of Social Services, Legislative partners, and other community partners working to serve children and families.
- Partner with the executive team on operational and programmatic issues identified in the strategic plan; provide strategic recommendations to executive team based on current and future program demands.
- Provide program management, analytical and problem-solving guidance, and business judgment to support all CHS strategic initiatives.
- Collaborate with the executive team and work closely with the VP of Human Resources and Employee Experience on staffing, talent development, and succession plans for programs.
- Collaborate with the executive team and work closely with the VP of Information Technology to ensure we have the technology and ability to serve children and families efficiently.
- Lead work to integrate program data and community data to determine impact.
- As part of overall organizational strategy, engage with other members of the leadership team to coordinate cross-department collaboration so all service and programmatic solutions positively support the CHS evolving strategy, operational delivery, and data collection.
- Lead and/or participate in statewide planning activities, including the development of statewide and community financial and resource development plans.
- Ensure that all program activities operate consistently within the mission, values, and quality of CHS.

### Program Team Management

- Supervise, lead and mentor CHS program leaders. Ensure that staff is supported and accountable in achieving their goals. Complete an annual staff assessment process to ensure program goals are achieved.

- Provide guidance attracting strong performers and developing key team members.
- Build trust and lead with compassionate candor, while fostering an environment that encourages innovation, creativity and appropriate risk-taking.
- Ensure that all program activities operate equitably and ethically within the CHS mission and values. Advocate for the values of diversity and inclusion at CHS and in our community.

### Fiscal Management

- Prepare and submit an annual operational budget to the CEO and Vice President of Finance for review and approval, manage effectively within this budget, and report accurately on progress made and challenges encountered.
- Ensure the continued financial viability of program/service through sound fiscal management.
- Apply best practice business principles for cost effective operations and provision of direct services.
- From a financial and resource perspective, advise on the strategy for the organization.

### Candidate Profile

With demonstrated leadership experience and a reputation for delivering results, strong candidates will bring 10+ years of experience with program management and day-to-day operations of a nonprofit organization with comparable complexity of size and programs. Ideally, strong candidates will bring experience working with the child welfare system, adoption or foster care programs, or youth and family services with a focus on growth in both size and impact. Candidates should demonstrate exceptional leadership capabilities and experience in areas relevant to CHS's portfolio of services and strategic direction.

While no one candidate will possess every quality outlined for this position, a successful candidate will bring many of the following professional qualifications and personal attributes:

- Personal qualities of integrity, credibility, and dedication to the mission of CHS.

- Demonstrated business acumen including budgeting, strategic forecasting and planning and overseeing financial and risk management in an organization.
- Demonstrated success in developing and monitoring systems for management of both operational and programmatic work involving high levels of collaboration.
- Strong working knowledge of systems change programs and initiatives that center the communities most impacted.
- A successful track record in setting priorities; keen analytic, organization and problem-solving skills which support and enable sound decision making
- Team player who can give and take advice, is flexible and adaptable, who excels in relationship-building and thrives in a synergistic environment.
- Experience with various evaluation techniques and using fidelity measurements to determine the effectiveness of programs and interventions.
- Commitment to the values of diversity, equity, and inclusion.
- Proven ability to lead and be successful in a complex organizational culture.
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders within a culturally diverse work environment.
- Strong skills and experience in organization development, team management, budget, resource development and strategic planning.
- Strong analytical skills and experience interpreting a strategic vision into an operational model.
- Ability to multi-task and work in a fast-moving environment, while also driving toward clarity and solutions.
- Ability to manage confidential and sensitive information effectively.

**In addition, strong candidates will offer:**

- Master's degree in social work, non-profit business administration or related field
- Preference for mission-focused non-profit experience in child welfare system, adoption and foster care, or youth and family services.
- Minimum of 10 years program experience, OR a combination of education and experience will be considered.

- Experience having worked as a business partner to the chief executive of a statewide and network-based entity.
- 5 years supervisory experience that reflects progressive responsibilities in the areas of hiring, performance management, training, conflict resolution, coaching, counseling, and discipline up to and including terminating employment.
- Experience directly managing large teams inclusive of other people managers.
- Demonstrated leadership and management skills to ensure proper operational. controls, administrative practices, reporting and accountability processes all in place.
- Successful completion of a criminal background check.
- Successful completion of an MVR. Must not have more than two driving incidents within the last three years.

## Compensation & Benefits

For this role, salary is competitive and commensurate with experience that will be discussed directly with interested candidates. A comprehensive benefits package is offered as well.

## Contact

Koya Partners, the executive search firm that specializes in mission-driven search, has been exclusively retained for this engagement. Please submit a compelling cover letter and resume to Erin Reedy and Shelby Woods [here](#). All inquiries and discussions will be considered strictly confidential.

Children's Home Society of North Carolina is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBTQ+ applicants.

## About Koya Partners

Koya Partners, a part of Diversified Search Group, is a leading executive search and strategic advising firm dedicated to connecting exceptionally talented people with mission-driven clients. Our founding philosophy—**The Right Person in the Right Place Can Change the World**—guides our work as we partner with nonprofits & NGOs, institutions of higher education, responsible businesses, and social enterprises in local communities and around the world.

For more information about Koya Partners, visit [www.koyapartners.com](http://www.koyapartners.com).