

**Job Title: Chief Program Officer**

**Supervisor: Chief Operating Officer**

**Job Status: Full Time, Nonexempt**

**Job Location: Hybrid in Office/ and Work from Home, Midtown West, various program sites**

**Compensation: \$120,000-\$140,000 with potential for annual bonus**

### **About Encore**

Known widely as *Broadways longest running act of loving care*, Encore's mission is to improve the quality of life for older New Yorkers so they are not just surviving, but thriving. Through a robust array of programming, Encore takes a "no wrong door approach" to ensure Seniors are able to age in place comfortably for as long as possible. **Encore is recognized as one of the most respected and trusted nonprofit organizations providing services for older adults in New York's City.** Encore is on the cutting edge in the human service field and is a staunch advocate not only for older New Yorkers, but also for the essential human service employees who serve as the City's safety net. **Do not miss this chance to work for a mission-oriented organization, which centers employees as its number one resource.**

### **About Position**

This is an opportunity to be part of a high caliber team at the forefront of innovating senior services. Located right in the heart of Manhattan in the Theater District, the Chief Program Officer (CPO) will have the opportunity to lead programs internally and also bridge partnerships and resources between Encore and a robust network of community stakeholders and funders. The CPO will be a member of the Executive Team and responsible for executing aspects of the **Encore for Life** Strategic Plan. The CPO will oversee departmental budgets and have direct reports across multiple locations including two Senior Centers, two residences, virtual and community-based programming. As a member of Encore's executive leadership team, the CPO will represent outreach services, residential services, and clinical programs; they will contribute to strategic planning, lead program development, craft messaging and enhance core organizational relationships. The CPO will support development & fundraising activities with the goal of increasing community and financial support for Encore

### **Benefits**

This position is a full-time position with benefits that include medical insurance (with Employee contribution), Dental, Visions, generous paid time off (vacation, personal days, sick days and earned floating holidays), 403(b) with 5% Employer Match after a year of employment, Flexible Spending Account, Dependent Care and transit benefits.

### **Job Responsibilities**

- Provide visionary and strategic leadership over the programmatic aspects of Encore's strategic plan, **Encore for Life**, which has goals to ensure seniors are well nourished, financially secure, and connected to community.
- Oversee the day-to-day management of Encore's social services department and program activities. This includes case management and assistance, resident support, friendly visiting, shop/escort services, financial wellness, access to benefits/entitlements, clinical partnerships, recreational, educational, arts, and a variety of other activities. These programs occur at Encore's Older Adult Center(s), residential buildings, in community spaces, virtually, and in the homes of "homebound" older New Yorkers.
- Oversee a variety of support services, including money management for qualified clients, care coordination, end of life planning; and, facilitate access to a wide-range of community resources;
- Coordinate and plan with facilities and other operational staff to ensure the physical environment of Encore's residences and Older Adult Centers are conducive for programs and the care of residents;
- Promote and support, where appropriate, older adults' success in the workforce, continued education, intergenerational, and other meaningful life activities; and, develop programs aimed to achieve these goals;
- Oversee job training, professional development, individualized supervision and evaluation of program staff,

interns, and volunteers.

- Ensure quality and compliance with clinical best practices and all relevant government requirements including but not limited to data compliance, HIPPA regulations, and all other regulatory expectations for Encore's programs.
- Work collaboratively with staff from all departments to ensure quality service delivery and ensure all programs are on target to achieve service targets, outcomes, and other organizational goals;
- Create, with support from the finance team, an annual budget and manage the budget; track day-to-day expenses; make department budget projections; and manage expenses to ensure there is no over or under-spending;
- Manage relationships with funders, including government program officers, private foundation representatives, board members, and other stakeholders;
- Represent Encore Community Services at board meetings, provider meetings and external community gatherings;
- Promote program wins and client success stories to staff, funders, private donors, and collaborative partners in an effort to keep individuals motivated and informed
- Other responsibilities as assigned by the Executive Director

#### **Required Qualifications**

- At least seven years of professional work experience, five of which in leadership roles supervising high performing teams in a dynamic, fast paced, and high stakes human service environment, including oversight of day-to-day programs and crisis management;
- Excellent written, verbal and computer skills;
- Strong interpersonal skills and ability to work as part of a team;
- Demonstrated experience building teams, facilitating staff and client involvement, and yielding meaningful and quantifiable positive human service outcomes;
- Demonstrated experience and success with program development, including experience monitoring the quality and quantity of the services delivered for adherence to outputs, outcomes, goals, expected standards of care, and grant deliverables;
- Ability to have a flexible work schedule and willingness to jump in and "get the work done," even if that means working occasionally on weekends, evenings, and some traditional holidays.

#### **Preferred Qualifications**

- LCSW, LMSW, or other higher-level degree in a related field;
- SIFI certification;
- Fluency in Spanish;
- Experience running programs that give back to Older People (60 years +);
- Experience with programs that serve "special populations," including mentally ill, homeless and/or formally homeless, people living with HIV, and other groups with special needs;
- Knowledge of and experience working with NYC agencies such as DHS, DFTA, DHMH, DYCD;
- Familiarity with on-line chart record data bases

**How to apply:** Email Resume and Cover Letter to [jobs@encorenyc.org](mailto:jobs@encorenyc.org). In the subject line, please indicate "Chief Program Officer".

**All new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by Encore Community Services.**



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*Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please. Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.*