



**Position Title:** Chief Program Officer (CPO)  
**Supervisory Responsibilities:** Yes  
**Budget Responsibilities:** Yes  
**Reports To:** Executive Director  
**FLSA Classification:** Exempt

**Position Description:**

The Chief Program Officer (CPO) is responsible for elevating and enhancing Identity’s programmatic portfolio in keeping with Identity’s core values in order to advance Identity’s mission and service to the community. This includes overall responsibility for program strategy, design, coordination and innovation, ensuring that Identity’s programs meet the highest standards for quality, impact and responsiveness to community needs. The Program Directors and the Senior Manager of Evaluation and Quality Assurance report to the CPO.

The Chief Program Officer reports to the Executive Director and works closely with the Leadership Team to provide strategic guidance and other support, as needed. The CPO is a steward for Identity’s culture and values.

**Primary Roles and Responsibilities:**

- Support the Executive Director and their work in leading the organization and ensuring Identity’s programmatic mission, goals and objectives are fulfilled.
- Oversee and support overall program strategy, innovation, design and impact.
- Ensure and support the systematic coordination and integration of programs across program areas.
- Provide operational and strategic support to the Program Directors and Senior Manager of Evaluation and Quality Assurance.
- Represent Identity externally, including with donors, allies, community members and partners, as needed.
- Infuse Identity's commitment to community participation in program planning, implementation and evaluation, as possible.
- Together with Program Directors and the Risk Management Committee, lead efforts to minimize risks.

## **Roles and Responsibilities:**

### **Strategic Partner:**

- Assures the development, design, alignment and execution of a comprehensive program and evaluation strategy consistent with Identity's mission, strategic plan, organizational goals and community needs.
- Leads program innovation, ensuring that new initiatives are mission aligned, responsive to community needs and provide measurable impact.
- As a member of the Leadership Team, contributes to the development and implementation of Identity's overall strategic plan, including program priorities, goals, and strategies.

### **Program Management and Evaluation:**

- Oversees the design, delivery, and effectiveness of all programs, ensuring they meet performance and impact benchmarks and a high standard of program quality and accountability. Supports program modifications, as necessary.
- Ensures the development of metrics to evaluate program success, using data driven insights to inform ongoing improvement.

### **Financial Oversight and Resource Allocation:**

- Together with Program Directors and the Director of Finance and Operations, develops and manages the overall program budget, ensuring efficient use of resources and adherence to budgetary guidelines.
- Supports the Program Directors, with the Director of Finance and Operations to manage program spending, forecast needs and ensure sustainability.
- Works with the Development and Communications team to secure program funding and other support, contributing to grant applications and reports, fundraising and other development and communications initiatives

### **Team Support and Leadership:**

- Provides operational and strategic support to the Program Directors and Senior Manager of Evaluation and Quality Assurance.
- Fosters systematic coordination of the Program Directors' work.
- Leverages the Program Directors' knowledge and expertise.
- Ensures that the Program Directors and Senior Manager of Evaluation and Quality Assurance have the resources and opportunities they and their teams need to achieve program goals, including access to training, professional development and other support.
- Serves as a supportive, responsive and engaged supervisor.

#### **Partnership and Community Engagement:**

- Builds and maintains relationships with key external stakeholders, including donors, allies, community members and partners. Serves on committees, task forces and other external bodies that advance Identity's program work.
- Together with the Executive Director and Program Directors, represents Identity externally, as needed, including serving on committees, task forces and other external bodies that advance Identity's program work.

#### **Education and Experience**

- Undergraduate degree required, advanced degree preferred in nonprofit management, social work or other field related to Identity's core program work in social-emotional, academic, or workforce skill building.
- At least ten years of successful senior nonprofit management experience (or comparable experience) including program development and implementation, budget development and monitoring and supervision.

#### **Skills, Abilities and Other Requirements**

- Passion for Identity's mission
- Proven leadership, technical and programmatic skills in the areas of program strategy, design, execution and innovation
- Knowledge and understanding of program monitoring and evaluation systems
- Strong organizational and project management skills, with attention to detail
- Demonstrated success in community engagement
- Excellent oral and written communication skills, ideally bilingual in Spanish and English
- Strong interpersonal skills, with the ability to listen well, establish and maintain authentic relationships with a wide range of individuals
- Proven ability to inspire, build, nurture and participate in a team
- Strategic and analytical thinker, with the ability to discern interconnections
- Flexible and adaptable, and comfortable working in a dynamic fast-paced environment.
- Mastery of Microsoft Office, particularly Word and Excel and willingness to adapt to and learn new software as needed. Familiarity with data management systems such as Efforts to Outcomes.

#### **Work Environment:**

- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility
- Keyboard use of greater or equal to 90% of the workday
- Ability to lift and move up to 10lbs.
- Hybrid position; HQ in Gaithersburg, some remote per discretion of Executive Director