

**About the Organization:**

The Arc Prince George's County serves more than 600 individuals with disabilities through a variety of programs, services and supports. Our primary areas of support are community living, family and personal supports, employment services, and day programs - all with an emphasis on person-centered community involvement and inclusion. To learn more about us and to see the complete job description, please visit [www.thearcofpgc.org](http://www.thearcofpgc.org).

**Position Overview:**

This is a position for a highly motivated, energetic person with strong leadership skills who enjoys growing and building programs. This person will drive program and staff development, outcome measurement, and carefully monitor the progress towards those efforts.

Reporting to the Executive Director, the Chief Program Officer (CPO) is responsible for leading all programs, including Personal Supports, Day, Employment & Transportation, and Community Living programs, to ensure the successful accomplishment of our mission. The CPO directs, administers and coordinates the activities of the programs in accordance with policies, goals and objectives established by the Executive Director and the Board of Directors.

The CPO is a key member of the Executive Management Team and the Senior Leadership Team. The CPO will be a key participant in the development of strategic goals that cover program/company operations, personnel, financial performance and growth. The CPO must have experience supervising staff in diversified programs and leading organizational transformation in a human services agency. Experience working with individuals with intellectual and developmental disabilities is necessary. Understanding staffing ratios, and program funding is required.

**Key Responsibilities:**

- Provides initial and ongoing assistance as the agency transitions to the new waiver
- Develops new sources of earned income from new, increased business opportunities and service growth that is independent of State funding and aligns with the organization's mission
- Monitors emerging needs, opportunities, trends and changes in conditions and collaborates with senior leadership to develop appropriate changes in strategies to support positive outcomes
- Manages by data using information systems and ensures the organization and staff are up to date with training, billing and Person Centered Plans and other necessary components
- Demonstrates a value for the human dignity and worth of staff, clients and stakeholders and cultivate this expectation throughout the agency; Drives the person-centered focus throughout the agency
- Oversees senior program staff and provides support in all elements of programs and related areas

- Builds relationships and partnerships at all levels, both internal and external
- Serves as a change agent, bringing people along to create organizational development
- Assures program and agency compliance with local, state and federal regulatory agencies, as well as all internal compliance standards
- Directs staff in the development and monitoring of program budgets with a focus on staying within the budget through tight internal controls
- Works to increase liquidity and strengthen the financial capacity of the organization
- Focuses on a strategic direction aimed at increased revenue generation through innovate programming
- Ensures efficient and effective operations through sound business, ethical, programmatic and fiscal practices throughout the organization
- Represent the agency at meetings, conferences and other events
- Actively seek collaboration through partnerships with government entities, community-based groups, and private sector agencies
- Works closely with the finance department to ensure sound fiscal and system management, including managing P&L for all programs

#### **Must-have Qualifications:**

- **Minimum of 10 years of progressive management in IDD required**
- **Strong understanding of program staffing and funding is required**
- BA degree in human services, public administration, social work or a related field is required. Master's a plus
- Strong written and verbal communication skills; excellent oral presentation skills
- Strong organizational skills with solid project management skills
- Ability to work with minimal supervision, seeking clarity when needed
- Sound judgment and decision making in order to manage the complexities and uncertainties in the non-profit marketplace
- Proven strategic thinker, problem solver, and able to manage multiple priorities
- Demonstrated success in grant writing and proposal development for programs
- Ability to champion and manage change
- Strong attention to detail and follow-up is mandatory
- Proficiency with Microsoft Excel, Word, PowerPoint, and Outlook is required
- Must have high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy

- Ability to successfully manage multiple tasks and meet deadlines while maintaining accuracy, attention to details, and adherence to company policies and procedures
- Excellent verbal and written communication skills required

The Arc offers a competitive salary which is \$140 - \$145K and comprehensive benefits, to include: medical, dental and vision plans. A 403(b) retirement plan w/employer match, paid holidays, generous paid time-off, company paid life insurance, and much more!

**\*\*Only candidates meeting the minimum qualifications will be considered and contacted.\*\***