



## Chief Programs Officer

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Opportunities, Inc. seeks to ensure that all people with intellectual and developmental disabilities are provided chances to build a broad range of skills, gain new knowledge, interact with their community and, most importantly, be provided a variety of inclusive opportunities within the communities where they work, recreate, and live. We provide excellence in vocational, social, and adaptive skill development to help adults with disabilities achieve their fullest potential for independence and self-confidence.

### **JOB SUMMARY:**

The Chief Program Officer (CPRO) will provide visionary leadership and strategic direction for all programs and services related to meaningful day activities for individuals with developmental disabilities. The CPRO will oversee program development, implementation, evaluation, and continuous improvement, ensuring that Opportunities, Inc.'s services align with best practices and the needs of the people supported by the organization. This role requires a passionate advocate for the rights and empowerment of people with disabilities. Additionally, the CPRO works closely with the leadership team to implement strategic goals that support growth and ensure long-term success for the organization. This role reports directly to the Chief Executive Officer.

**FLSA Classification:** Exempt

### **ESSENTIAL FUNCTIONS:**

- Develop and implement a comprehensive strategic plan for meaningful day and employment services that aligns with Opportunities, Inc.'s mission and values.
- Foster a culture of innovation, collaboration, and excellence within the full program team.
- Collaborate closely across all departments including operations, finance, and human resources to ensure alignment and coordination of all efforts are based on the mission of Opportunities, Inc.
- Design, implement, and evaluate programs to ensure that they promote skill development, social inclusion, and community engagement.
- Ensure all programs comply with regulatory requirements and industry best practices.
- Lead continuous improvement initiatives based on data-driven insights and feedback from stakeholders.

- Collaborate with COO and Directors of Programs in each location to create data-driven solutions around PCP planning and support, ensuring compliance with all aspects of the Person-Centered Planning process.
- Oversee all activities of the Person-Centered Plan team, directly supervising the Person-Centered Plan Manager, and holding regular team meetings to review updates to services, and processes.
- Collaborate with COO and QA department to ensure all aspects of Incident Reporting process of Opportunities, Inc. meet compliance related measures as set forth by the state of Maryland and are in line with the Developmental Disabilities Administration's Policy on Reportable Incidents and Investigations.
- Collaborate with the People Operations Department around recruitment, training, and mentoring of all staff working within programs; working to foster a high-performance culture.
- Directly supervise Directors of Programs in all service areas, the Director of Employment Services, the Person-Centered Plan Manager, and Program Managers of Grant related initiatives.
- Oversee, and implement programs/activities funded through Grant initiatives, ensuring collaboration with the COO and Director of Advancement. Participates in the process of program development for Grant funded initiatives.
- Promote professional development opportunities and ensure staff receive ongoing training, and support, in best practices for supporting people with developmental disabilities.
- Assist the Chief Executive Officer with project management and communication to the organization.
- Build and maintain relationships with community partners, other service providers, and advocacy groups to enhance program offerings and opportunities for community engagement of people in services.
- Represent the organization at conferences, community events, public forums, and networking opportunities to promote its mission, cultivate potential partnerships, and engage in advocacy efforts.
- Collaborate with Opportunities, Inc. leadership team to develop and manage program budgets, ensuring efficient use of resources and alignment with organizational goals.
- Collaborate with COO and Director of Advancement around identifying revenue-generating opportunities, such as grants, sponsorships, and fundraising initiatives, to support the organization's mission and projects.
- Identify methods to continuously build competencies within program staff ensuring that direct support provided is engaging, person-centered, and focused on meaningful activities related to skill building.
- Perform other job related duties to help drive our Vision, fulfill our Mission, and abide by our Organizational Values.

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**DESIRED SKILLS:**

- Creative and detailed-oriented
- Proven initiative and self-starter attributes
- Ability to effectively manage multiple priorities at the same time.
- Strong organizational and time management skills
- Ability and willingness to work in a high energy environment.
- Experience leading teams in implementations, process improvements, controls improvements or similar projects.
- Relates well to diverse populations; builds appropriate rapport.
- Outstanding communication, interpersonal, and collaboration skills.
- Strong ability in using Microsoft Office suite.

**QUALIFICATIONS:**

- Bachelor's degree in social work, psychology, special education, or a related field; Master's degree preferred.
- Minimum of 10 years of experience in program management within the developmental disabilities service sector, including at least 3 years in a leadership role.
- In-depth knowledge of the disabilities' community, including needs, challenges, and best practices for inclusivity.
- Strong understanding of disability rights and legislation.
- Excellent leadership, communication, and interpersonal skills with a demonstrated ability to motivate and inspire teams.
- Exceptional networking abilities and the capacity to build and maintain relationships with diverse stakeholders.
- Strong knowledge of best practices in service delivery, person-centered planning, and quality assurance for individuals with developmental disabilities.
- Experience with budgeting, financial planning, and revenue generation strategies.
- Proficiency in data analysis and using insights to drive business decisions.

*Opportunities, Inc. is an Equal Opportunity Employer.*