

CHS – Community Human Services

Chief Service Officer

Position Hours:

Full Time

Reports to:

Chief Executive Officer

Expected Schedule:

37.5 hours per week, Monday-Friday, with some weekend and evening responsibilities as needed

Please send cover letter and resume to:

Jon Hoffmann, Chief Operating Officer, at jhoffmann@chscorp.org by June 12th, 2018, with interviews to follow that deadline.

Functional Definition:

The Chief Service Officer (hereafter referred to as “CSO”) will provide vision, leadership, and supervisory support to the Health, Food, Youth, and Family programs (hereafter referred to as “programs”). The focus of these programs is to create a continuum of care of supportive services to customers of CHS. The programs seek to empower individuals and families to maintain their health, basic living skills, and relationships while supporting their basic needs.

The CSO is primarily responsible for the administration and direction of CHS’s supportive services. The CSO will also be responsible for bringing all new supportive service programs from concept to reality. The CSO is expected to complete projects on time, within budget, and according to program and funding guidelines and standards. In addition to developmental and administrative duties, the CSO will maintain a team approach to management and encourage a culture of collaboration with staff in regard to planning their specific tasks and the projects as a whole. The CSO must seek to establish a respectful and collaborative community that enhances the independence of both program participants and staff. The CSO will ensure that team members are motivated and encouraged to engage routinely in effective decision making.

The CSO is under the general direction of the CEO and operates with a significant degree of independence and self-direction. The CSO works in collaboration with the Officer Team and board in creating the path and means for the programs to fulfill the agency’s mission. The CSO seeks to establish a respectful, cooperative community that enhances the independence and well-being of both program participants and staff. Throughout the programs, the focus is strengths based and fosters integration into the local community.

CHS uses the Housing First and Harm Reduction service delivery models, assisting individuals and families with services to meet their immediate needs without prerequisites, on their terms, and directed by their goals. Our work is guided by our five core values: Quality, Advocacy, Relevance, Respect and Equity. CHS empowers individuals and families to live in stable housing, connect to community resources, build relationships, and access quality food. The CSO will embody our core values and mission statement in their daily work with colleagues, participants and the community.

Responsibilities and Duties:

Programmatic:

1. Establishes the vision and direction for the programs' philosophies and goals.
2. Creates and implements the programs' annual goals and objectives.
3. Researches and utilizes best practices and industry trends to inform program operations and evaluate opportunities for growth.
4. Identifies and pursues opportunities for service portfolio expansion.
5. Creates and utilizes data tracking mechanisms to ensure positive outcomes for service participants and ensures programs are financially stable.
6. Ensures CHS has a positive and respectful customer service focus which is client-centered, strengths-based, and equitable.

Personnel:

1. Supervises and supports all direct report staff, which currently include the Director of Therapeutic Services, Director of In-Home Services, Director of Youth Programs, Food Pantry Coordinator, and Family Foundations Program Coordinators.
2. Provides indirect supervision and support to all other program staff through the Program Directors and Coordinators.
3. Collaboratively creates development plans and evaluations with all direct report staff.
4. Conducts or arranges for appropriate training for staff development.
5. Participates in appropriate training programs to enhance own professional and personal development.
6. Meets all training requirements as required by CHS policies and governing bodies.

Administrative:

1. Designs programs' Policies and Procedures and establish the appropriate systemic processes to ensure that they can be consistently and effectively implemented.
2. Establishes program budgets and consults with CEO, COO and CFO on budgetary issues.
3. Communicates with the CEO, COO, as well as with other service providers, regulating agencies, consultants, etc. regarding any operational, personnel, consumer and administrative issues.
4. Participates in weekly program meetings, community support meetings, and other related meetings.
5. Represents agency at meetings with governing bodies, funders, community leaders and local providers.
6. Ensures program compliance with all relevant laws and regulations from licensing or monitoring bodies.
7. Fulfills reporting obligations to all funders.
8. Reviews and adjusts program operations, documentation, outcomes and processes to insure the highest standards are achieved and all regulatory requirements are met.

Minimum Qualifications:

1. Equivalent work, education, and life experience typically gained with a Master's Degree and 5 years of experience in the social service field or 7 years of case management/service coordination experience.
2. Three years of directly supervising staff required.
3. Ability to understand, generate and use data to drive evaluation and program development.
4. Extensive knowledge and experience in fundraising and grant writing.
5. Extensive knowledge and experience with local, state and federal contracts, with preference for experience in health, food, or youth services.
6. Strong organizational, communication and management skills.
7. Ability to manage multiple components of a project in various stages of completion.
8. Willingness to work collaboratively with staff and other organizations to achieve goals.
9. Computer literacy with a working knowledge of Microsoft Word and Excel.
10. A working knowledge of county social service system and available funding sources.
11. The ability to travel independently.

Compensation:

The starting salary range for this position is \$60,000 - \$65,000 per year, commensurate with a candidate's experience. Full time benefits include Health, Dental, and Vision insurance, generous PTO and holidays, life insurance/STD/LTD, and a 401k match.