

## **CLEVELAND RAPE CRISIS CENTER JOB DESCRIPTION**

**POSITION:** CHIEF PROGRAM OFFICER  
**REPORTS TO:** PRESIDENT & CEO  
**SUPERVISES:** SR. DIRECTOR OF PROGRAMS & BEHAVIORAL HEALTH  
SR. DIRECTOR OF PROGRAMS & SYSTEMS

### **Mission Statement**

Cleveland Rape Crisis Center (CRCC) supports survivors of rape and sexual abuse; promotes healing and prevention; and advocates for social change.

### **The Opportunity**

With a leadership team at the top of its game and an aggressive growth plan in place, this is an exciting and pivotal time to join the Cleveland Rape Crisis Center. The successful candidate will be a strategic, programmatic focused partner to the CEO and an advisor to Sr. Director of Programs & Behavioral Health and Sr. Director of Programs & Systems. Reporting to the Chief Executive Officer, the Chief Program Officer will ensure the delivery of effective programs that align with CRCC's mission, serve as an agency spokesperson and subject matter expert to community and to the media, and assist staff to achieve program goals.

This CRCC offers the unique opportunity for a hybrid work environment. Employees are allowed to split their time to work from home, in addition to working at any of their six locations, across four counties.

### **Position Summary**

The Chief Program Officer (CPO) reports to the President & CEO and is a critical member of CRCC's Executive Team and responsible for leading and overseeing a comprehensive array of services and programs. The CPO supervises senior program directors and oversees services delivered across several CRCC offices, partner-based offices, community-based sites and four counties (Cuyahoga, Lake, Geauga, Ashtabula). On an ongoing basis, the CPO evaluates services offered by CRCC and develops new programs as needs emerge. The CPO is responsible for ensuring that CRCC's services are in compliance with CARF, OHMAS, licensing requirements, and programmatic grant deliverables.

The CPO partners with positional peers (Chief External Affairs Officer, Chief Financial Officer, and Chief People & Culture Officer) while overseeing all program planning, organizing, operating, and staffing. The CPO provides expert matter support, consultation and training to CRCC staff and the community at large.

### **Responsibilities**

#### **1. Leadership, Staff Management and Organizational Strategy**

- In coordination with the CEO and Executive Team, play a key role in the overall development, strategic planning, service delivery, and management of the organization across multiple sites, counties and departments.
- Directly supervise and coach Senior Program Directors on program management, planning and process improvement.
- Support Senior Directors in efficient deployment of resources, workload balance and provide regular feedback to assist with continuous improvement of their skills.
- Create and support a high performing culture aligned with CRCC's vision, mission and core values. Promote a trauma informed team-based environment to motivate and inspire staff to work collaboratively toward vision and goals.



- Clearly communicate agency vision, implementing yearly staff development plans. Coordinate with the CEO to identify and create leadership and professional development opportunities for staff.
- Assist in establishing annual program, departmental and staff goals and objectives and track results against these goals as well as accountability protocols.
- Participate in the budget development process.
- Implement and lead a continuous quality improvement process throughout the program and service areas, focusing on systems/process improvement. Promote regular and ongoing opportunities for all staff, clients and stakeholders to give feedback on program operations.
- Hold responsibility for assigning CRCC's Client Rights Officer to address and resolve client complaints and grievances.
- Oversee and actively participate in the Quality Improvement Committee to assess risks, assure safety for clients and staff and make recommendations for improvement.
- Serve as main contact to CARF to ensure CRCC complies with regulations, renews CARF accreditation and follows safety protocols.
- Serve as liaison to key partner agencies.
- Represent CRCC on relevant committees and task forces, as well as at speaking engagements, conference panels and trainings.
- Monitor emerging needs among key stakeholders such as clients and funders.
- Engage research opportunities to enhance program evaluation, outcomes and delivery.

## **2. Program Oversight and Evaluation**

- Oversee the coordination, integration, and delivery of all programs, contracts and related services, promoting collaborative relationships between program areas and ensuring that the expectations of funders, partners, constituents, clients, and other stakeholders are consistently met.
- Respond to Grants & Contracts department requests for proposals, applications and reports in partnership with senior staff; coordinate planning and activities necessary for development of model program designs in response to RFPs.
- Work closely with the finance department to budget and monitor programmatic operations to ensure sound fiscal and system management.
- Ensure the delivery of qualitative and quantitative goals and outcomes of programs and services in collaboration with program staff and data team.
- Assist in analyzing data to inform the programmatic and operational decision-making process.
- Assist with determining staffing levels to achieve program goals and objectives and participate in hiring decisions for new program staff.
- Implement and oversee a continuous quality improvement process throughout the program and service areas, focusing on systems/process improvement. Promote regular and ongoing opportunities for all staff, clients and stakeholders to give feedback on program operations.

## **3. Thought Leadership and Expertise**

- Serves as an agency spokesperson and subject matter expert to community and to the media.
- Plans and delivers training programs and workshops to the community.
- Serves as an Expert Witness in court cases both locally and State Wide.
- Serves as a Consultant/Trainer to design and deliver training programs.
- Participates in professional development activities to keep current with trends and practices in mental health care administration and subject related matters (conferences, journals).

## Qualifications

- Bachelor's Degree in Public Health, Social Work, Nonprofit Management or related field; Master's degree preferred.
- 10 years of professional experience overall, with a minimum of five years of senior-leadership experience supervising seasoned staff operating human services programs.
- Certificate/License: LISW-S preferred.
- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and collaborating with the CEO and board of directors.
- Can point to tangible examples of reporting and program measurement and evaluation.
- Demonstrates integrity, strives for excellence in her/his work, and has experience of leading others to new levels of effectiveness and programmatic impact.
- Passionate about CRCC's mission and able to promote and communicate the philosophy, mission and values of CRCC to external and internal stakeholders.
- Ability to travel to provide on-site leadership for multicounty sites and programs.

## Key Competencies

- Knowledge of organizational policies, procedures, systems and objectives.
- Demonstrated understanding of human behavior in the context of the helping and change process
- Knowledge of Trauma Informed Care and its application on the organizational and individual level.
- Knowledge of mental health care administration systems.
- Strong leadership skills with demonstrated ability to lead effectively in a changing environment.
- Knowledge of applicable governmental regulations and compliance requirements, especially CARF.
- Strong decision making and critical thinking skills.
- Strong problem solving and analytical skills.
- Ability to anticipate and react calmly in emergency situations.
- Ability to build and sustain effective working relationships with employees, clients, colleagues and the public.
- Skill in developing and maintaining quality improvement.
- Excellent and effective written and verbal communication skills, including presentation skills.
- Demonstrates commitment to valuing diversity and contributing to an inclusive working and learning environment

## Compensation and Benefits

The successful candidate will be offered an attractive compensation package including salary, 403(b) contributions and match, medical, dental and vision, generous paid time off including 4 weeks' vacation, 12 sick days, 10 paid holidays, 2 floating holidays, and 4 self-care days.

If you are an exceptional leader with the qualifications, attributes, drive and determination required to be extraordinary, we are very interested in speaking with you. Please submit your interest in confidence to:

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