



<b>Position Title:</b>	Chief Program Officer
<b>Classification:</b>	CPO
<b>FLSA Status:</b>	Exempt
<b>Pay Grade:</b>	
<b>Program Location:</b>	Administrative Office
<b>Reports to:</b>	Chief Executive Officer
<b>Supervises:</b>	Director(s) of Program Operations, Quality & Compliance

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**DESCRIPTION:**

The Chief Program Officer (CPO), a member of the Executive Team, will provide leadership and oversight of all clinical and supportive service programs and operations. The CPO develops and implements strategic priorities for all Residential, Behavioral Health, Behavior Supports, Employment, and Community-based programs. The CPO will also provide oversight and development for specialized programming including supports for people who live with Prader Willis Syndrome and other rare conditions. The CPO will evaluate program effectiveness and implement best practices for integrated, person-centered, trauma informed care and support in service of the mission of Mainstay; to provide life-long, high-quality support services, ensuring that people with intellectual disabilities and autism lead fulfilling lives.

**RESPONSIBILITIES:****Achieving Performance Standards**

- Perform all duties and demonstrate behaviors and attitudes consistent with the Mission Statement and Core Values of the organization.
- Continually participate in building and maintaining positive working relationships through effective communication, performance improvement and teamwork efforts.
- Be of good character and reputation; sufficient physical, mental, and emotional health to satisfactorily perform their job duties.
- Actively participate in safety programs of the organization by identifying potential risks and promoting person served safety as well as environmental safety.
- Accomplish individual and team goals and objectives established by leadership team based on prior performance evaluation.
- Comply with federal, state and local guidelines regarding for delivering care and supports for persons served.

**Program Development & Leadership**

- In collaboration with the executive team, play a key role in the overall development, strategic planning, service delivery, and management of the organizations clinical and supportive programs and services.
- Provide administrative and clinical leadership to program leaders (including coordinators and managers) to support and develop the effective provision of services, including the Trauma-Informed and integrated approach, to deliver high-value care and support that is financially feasible and sustainable.
- Evaluate the needs for the delivery of services including evaluating the staffing models, training, and developing competencies for staffing, and providing clinical supervision for staff to fulfill program needs.
- Deploy resources efficiently and effectively toward organizational goals, working with staff to balance workload and effort, and provide ongoing feedback so that staff can continuously improve their supervision and mentoring skills.
- Collaborate with and support the Executive Leadership team to develop and implement the organizations core curriculum for employee training and development.
- Identify and develop business relationships with external organizations/providers/community groups to disseminate Mainstays model of care for supporting people with rare conditions (specifically people who live with PWS); create specified and catered curriculum for each partnership; conduct presentations and communications.
- Oversee grant funded clinical initiatives and ensure delivery of services with fidelity to evidence informed practices.
- Create a work climate that emphasizes collective team performance and demonstrates core competencies.
- Represent Mainstay at the local and national level by attending networking and educational opportunities and promoting the professional and clinical reputation of the organization.
- Build and maintain strong working relationships with Mainstay staff and supervisors, as well as external contacts.

**Integrating Clinical and Program Leadership**

- Oversee the development of Mainstay's Integrated, Person-Centered, Trauma Informed model and practice standards across all disciplines consistent with the organization's mission, and communicate the philosophy and strategies to executive, management, clinical and direct support staff.

- Direct the delivery of the Integrated, Person-Centered, Trauma Informed model and practice standards for community-oriented services.
- Spearhead organization wide clinical and support initiatives to identify opportunities for improving outcomes in clinical effectiveness, clinical practice, and standards, and enhancing quality of life and outcomes for persons served.
- Develop and provide leadership over the development of a competency-based integrated, person-centered, trauma-informed clinical and support service curriculum and training program for all staff.
- Assist with regular review and updates to agency-wide and program-specific Policies and Procedures.
- Provide individual and group supervision of clinical staff.

MICELLANEOUS:

- Work as a member of a team to establish and maintain a high level of care and respect for, and communication with persons served and families.
- Work in a consistently professional manner, which includes, but is not limited to, treating all persons served, families, staff, and partners with dignity and respect.
- Responsible for completion of other duties as assigned.

CORE COMPETENCIES, KNOWLEDGE, SKILLS & ABILITIES

- Professional Leadership & Demeanor
- Service Modeling & Evaluation; understands service delivery system and practices for people who live with intellectual disability, autism and rare syndromes/conditions including PWS.
- Clinical & Programmatic Knowledge; understanding technology in supports and services, treatment methods and individual outcomes.
- Comfort & Knowledge of working in a Residential & Community Oriented Setting
- Project Management & Problem-Solving Skills
- Ability to Multi-Task
- Ability to be flexible to the daily changing needs within the community
- Ability to handle culture change and engagement with compassion and resolve.

HOURS:

- 37.5 hours per week. Schedule encompasses varying days and hours including periodic observation of all shifts.
- On-call as needed.

PHYSICAL REQUIREMENTS:

- Vision Acuity for the Position:  Vision is Essential  Vision is Non-Essential
- Environmental Conditions: 90% Inside – 10% Outside
- Workers may be Exposed to:  Cold  Heat  Dust  Mist  Odors
- Physical Requirements for the Position: ability to lift 20 to 30 pounds regularly, ability to respond quickly to sounds, ability to move safely over uneven terrain or in confined spaces, ability to see and respond to dangerous situations, ability to work in extreme weather, ability to wear personal protective gear correctly most of the day

QUALIFICATIONS:

Requires a Master’s degree with extensive experience in the delivery of human services, healthcare administration, public administration or related discipline. At least 7 years experience working program operations in human services (or individuals who experience behavioral health disorders, intellectual disability and autism). Experience with 6100/6400/6500 regulation experience preferred. Valid Pennsylvania driver's license. Use of personal vehicle may be required.

Employment with Mainstay Life Services is an "at will" relationship. "At will" means that employment is of no specific length. It also means that employees and Mainstay Life Services both retain the discretionary right to terminate employment at any time if either is dissatisfied for any reason. I have reviewed the information contained in this job description and agree to accept the specific duties and responsibilities that may be assigned by my supervisor.

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Employee

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Date

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Witness

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Date