

Title: Chief Program Officer

Organization: Mainstay Life Services

Location: Pittsburgh, PA



The Organization

Mainstay Life Services is an extraordinary organization with a very distinctive mission: to provide life-long, high-quality support services, ensuring that people with intellectual disabilities and autism (ID/A) lead fulfilling lives and realize their vision of a desirable future. Founded in 1999, Mainstay Life Services (Mainstay) was the result of the joining of two exceptional organizations working together toward one common goal. Horizon Homes, Inc. and Idlewood Center, both pioneers in providing home support for people with ID/A in Allegheny County, offered safe havens for children and adults with ID/A and gave them the opportunity to enjoy more self-determined lives within a neighborhood setting.

Today, Mainstay supports more than 350 people and is recognized as one of the top providers in the region. With nearly 400 employees and a budget of \$27 million, Mainstay supports people through its core programs and services, both community-based and residential:

- **Community Services:** Mainstay offers numerous programs including Supported Living, In-Home and Community Support, Community Participation Support, Life Sharing, and more. The Community services programs assist a person to navigate successfully in their home and civic life.
- **Residential Services:** Mainstay owns and operates community homes in Allegheny and Washington Counties where it supports people who range in age from their 20s to 90s. Through its residential programs Mainstay encourages independence, ensures safety and security, enhances quality of life, and connects people to their community. Specialized homes include those designed for people with behavioral health needs, physical disabilities, autism, and diminishing physical capacity and increasing medical needs due to aging. The program also includes specialized community homes for people with Prader-Willi Syndrome. Mainstay supports 100+ people at its 40 homes in Allegheny (39) and Washington (1) counties.
- **Behavioral Supports: Clinical Supports** are provided to people who are seeking help to overcome barriers to integration into their home, community, or coping with daily life. **Behavioral Support** is a service in which we work with people and the people that support them on strategies that can address any barrier to the person living their *best life*. Mainstay's behavioral supports program utilizes the philosophy of trauma-informed care with the approach of applied behavior analysis and positive supports. In July 2022, Mainstay became licensed as a Behavioral Health Clinic to offer specialized therapeutic supports by a Licensed Clinician to augment psychiatric care.

- **Employment Services:** Mainstay provides a person-centered approach to job development with the goal of helping a person obtain a desired position in the community. Upon hire, Mainstay’s employment program helps the person to onboard and learn the job. Supported Employment Specialists help people to build relationships on-the-job and encourage an inclusive environment for job success. The goal of Mainstay’s employment supports is to fade away to promote job independence.

Learn more at: <https://mainstaylifeservices.org/>

The Opportunity

Mainstay Life Services seeks a Chief Program Officer (CPO), a critical member of the Executive Leadership Team, who will cultivate a future of growth and innovation in programs and services of Mainstay, working in partnership with the CEO and a committed Board of Directors to uplift the mission. The CPO reports directly to the CEO and will provide strategic leadership, development, innovation and oversight of programs, and support strategic growth in the organization. This position requires a self-starter who is responsible for the continuous development and management of Mainstay’s programs in terms of program efficiency, ensuring top-tier quality service delivery, financial success, and exceptional customer experience.

The CPO will also be expected to cultivate and nurture the **One Mainstay** mindset: the idea that all programs, services, and teams of Mainstay are connected and unified. This will be achieved through a collaborative leadership style that values accountability, growth, and adaptability.

The CPO is primarily responsible for the following:

Program Oversight & Management

- Manage the organization’s program and related staff as per established quality improvement processes and fiscal accountability. This includes establishing and enhancing systems and processes for data management, reporting, program outcomes, utilization, and case management as well as other agency identified areas.
- Responsible for the implementation of the agency’s compliance plan and serves as the Compliance Officer for the agency.
- Oversee development and implementation of evaluation plan for programs and services. Establish annual program and staff goals with programmatic performance indicators and track results.
- With the CEO, source and explore areas of opportunity that will create new programs or add to existing programs including the ability to network with external sources to develop mutually beneficial relationships in order to expand and extend agency programs and operations.
- Responsible to ensure that Mainstay Life Services is meeting selective contracting standard for highest tier provider.
- Ensure Mainstay programming anticipates and effectively responds to changing needs of families.
- Collaborate with leadership in developing a vision and strategy for program growth and evolution; identify and evaluate program development opportunities.
- Offer innovative approaches to conquer human services challenges that involve multiple systems of care. Model those approaches with acute stakeholder knowledge and develop a fiscally desirable solution for all parties.
- Raise the standard of metric and data evaluation of the organization. Analyze and interpret data that allows for opportunity for organizational sustainability and growth.
- Provide executive leadership for legal, compliance and regulatory issues that arise within the agency.
- Within the financial process and parameters, manage the development, execution, and monitoring of the annual program-operating budgets to support a positive organizational margin.

General Competencies & Responsibilities

- Work cooperatively with a talented and experienced Executive Team and Board of Directors.
- With input from directors and managers, continually develop and implement plans to improve organizational culture, staff, and program quality.
- Oversee contractual compliance, including monitoring of deliverables, corrective action, funder reports, and program audits.
- Insist on prioritizing and developing staff to ensure an exceptional work environment for everyone.
- Create a culture of advancement and growth within the organization by cultivating the talent pipeline.
- Ensure compliance with all regulatory, licensing and accreditation requirements.
- Support various committees of the Board of Directors as assigned.
- Attend all trainings, meetings and supervisions as required.

The Candidate

Mainstay seeks a senior leader with a deep compassion and pride for the work Mainstay provides to the community. This position requires an experienced leader with demonstrated experience in innovation and program development and management, team building and talent cultivation, and the ability to collaborate with fellow executive team members as well as external stakeholders. The successful candidate will lead with drive and accountability to ensure that Mainstay can meet strategic goals, endure challenges with a positive spirit, and demonstrate both self-assurance and humility to all levels of the organization,

Demonstrable experience, competencies, and qualifications include:

- Passion for and commitment to Mainstay's mission and vision as well as communities served.
- Educational background aligned with the requirements of the position.
- Progressive and relevant administrative leadership experience where programs and division operating results were a primary responsibility.
- A strong working knowledge of relevant regulatory and governing bodies, Managed Care and Private Sector mandates, and service utilization requirements.
- A special interest and passion for program development through systems thinking, revenue enhancement, contract formulation and execution, and grant procurement.
- Working knowledge of the Health Insurance Portability and Accountability Act (HIPAA) as well as corollary state law(s).
- Proven track record managing within a results-based framework, delivering high quality programs and leveraging data to drive continuous learning and program improvement.
- Strong computer proficiency in all popular Office applications (Excel, Word, SharePoint, Power BI, etc.). Experience with workflow related to electronic health records is essential.
- Experience establishing KPIs and other organizational metrics.
- Ability to look broadly across the organization, establish priorities and streamline processes.
- Excellent oral and written communication skills are required for presentations to both internal and external groups, committees, the board, and other designated entities.
- Support the organization's mission while displaying sensitivity of cultural and workplace harmony.

Compensation & Benefits

This position offers a competitive salary of **\$161,000 - \$184,100**, commensurate with experience. We also offer a competitive benefits package including 457 plan and incentive program.

DEIB Imperative

Mainstay Life Services seeks to recruit candidates for employment that represent our diverse community in race, gender, religion, sexual orientation, and ability. Inclusive and equitable in our recruitment and retention practices, we are dedicated to uplifting diverse opinions and backgrounds in order to grow and evolve as a welcoming workplace for all.

How to Apply

Mainstay Life Services has retained Nonprofit Talent to assist with this important organizational change process. Specific questions related to the position may be emailed to Michelle Pagano Heck, President, at Michelle@NonprofitTalent.com. Please direct all inquiries related to this position to Nonprofit Talent, and do not contact Mainstay Life Services.

Resume, position-specific cover letter, and salary expectations can be uploaded here:

https://20131204222445_dleplpc7kzujddz.applytojob.com/apply/17uTj9CAkQ/Chief-Program-Officer-Mainstay-Life-Services

APPLICATIONS ARE DUE BY 5PM ON MONDAY, SEPTEMBER 18th, 2023

About Nonprofit Talent

Nonprofit Talent is a boutique firm with a deep understanding of the nuanced cultural and financial landscape of the nonprofit and philanthropic community. We know the organizations and the people that commit to the sector. Our candidates, through regional and targeted national recruitment, frequently come from the same communities as our clients. We firmly believe in uplifting the extraordinary talent of our region in addition to seeking out new and vibrant talent through national networks.