



Chief Program Officer

ABOUT FAMILIES EMPOWERED

Families Empowered is a community-based non-profit parent service organization that envisions, one day, all families will have access to schools that work, for them. With a highly diverse leadership team and staff comprised of multiple first-generation college graduates, we deeply understand the importance of empowered parents, and the positive impact they can have on communities. Each year we reach out to tens of thousands of families in Houston, San Antonio, and Austin through in-person events, our bi-lingual call center, text, and social media, and provide them with free personalized support to help them navigate their K-12 school options.

ROLE OVERVIEW:

This key executive leadership role at Families Empowered will report directly to the Chief Executive Officer and will be primarily responsible for managing all programs and program staff (a team of approximately 13 including four direct reports, as well as outside contractors and vendors) as well as the quality execution of the organization's 2019 three-year strategic plan.

The Chief Program Officer will drive Families Empowered's strategic expansion and growth, and be responsible for program quality and knowledge management. The CPO will serve as a passionate and compelling spokesperson for Families Empowered, working closely with the CEO to establish and cultivate relationships with external partners, and with the program team to build and grow relationships with school and community leaders. The CPO will advise the CEO and Board on how to leverage the organization's relationships with parents, shared application platforms, and data and knowledge on "what works", to increase operational efficiency, organizational learning, and programmatic innovation.

KEY RESPONSIBILITIES AND OUTCOMES:

- Hiring, managing, coaching, and evaluating all program staff and related outside contractors and vendors
- Strategic oversight of all programs, responsible for setting individual and team programmatic goals as well as regular and effective reporting of programmatic outcomes to the entire Families Empowered team, Board, donors, and other stakeholders
- Developing, in collaboration with the CEO and Board, the organization's annual budget, as well as providing appropriate regular updates, and managing cash flow
- Responsible for, in collaboration with CEO, planning staff meetings, trainings, retreats with an eye to building and maintaining a high performing team with strong organizational culture (see guiding principles below)
- Building and maintaining strong relationships with Board members, donors, and stakeholders, in collaboration with CEO and program team

MINIMUM QUALIFICATIONS:

- Passion for our mission and strong understanding and alignment around our vision, the strategic opportunities the organization is facing, as well as the challenges we must overcome
- 10-15 years relevant work experience with strong demonstration of skills in project management, creative problem-solving, leadership, facilitation, negotiation, and data driven-performance management (ideally related to social impact)
- Experience leading and managing diverse, cross-functional teams
- High tolerance for ambiguity and risk
- Results oriented with a track record in reaching ambitious goals

- Effective networker, spokesperson, and relationship-builder, able to engage partners as well as program participants and community stakeholders
- Strong professional judgment, with the ability to make strategic and data-driven decisions within a fast-paced environment
- Exceptional communication and writing skills; comfortable with technology
- Ability to for regular travel between San Antonio, Austin, and Houston offices as well as to represent Families Empowered at national conferences and speaking engagements

PREFERRED QUALIFICATIONS:

- Location flexible but Central Texas preferred
- Experience and/or comfort with managing remote employees/virtual team
- Some non-profit fundraising experience either as a leader, Board-member, or volunteer
- Technologically savvy
- Ability to translate data into practical, actionable insights and recommendations for a non-technical audience

OUR GUIDING PRINCIPLES

Integrity: Conduct all affairs with parents, partners, staff, and donors with integrity and transparency. We are scrupulous and brutally honest about performance data, and courageous in sharing “lessons learned” with those who might benefit from our missteps, or help us correct them.

Value Creation: Ensure that all our actions focus on creating maximum value for families we serve and are oriented toward empowering others to improve their lives. Hold yourself and others accountable.

Empathy. Honor each other and lead with understanding; although we work at scale to solve an urgent problem, we strive for quality, personalized interactions with our customers and each other.

Humility: Exemplify humility and intellectual honesty. Constantly seek to understand and constructively deal with reality.

Optimism: Face questions and challenges with hopefulness and confidence. Maintain a sense of possibility when serving families and each other.

Listening: Seek input from our customers as frequently as possible in order to deepen and broaden our relevancy and impact.

Collaboration: Understand that we alone cannot provide everything that families need to access excellent schools; we initiate and maintain strategic partnerships and collaborations with like-minded organizations.

TO APPLY

Please send resume and cover letter to mkumar@familiesempowered.org by 2/15/2020