

Families Empowered: 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 Texas and Arizona 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. We also provide schools, districts, and policy-makers with the opportunity to connect directly with families to understand their perspectives, needs, and preferences in order to help them create innovative new educational options for families that better meet their needs.

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 9 including four direct reports, as well as outside contractors and vendors).

The Chief Program Officer will be primarily responsible for program quality and efficiency and talent management. The CPO will coach and manage the program team to build and grow relationships with school and community leaders as well as to execute on strategic goals outlined in the organization's recent three-year strategic plan. Finally, the CPO will work with the CEO and Board to evaluate and lead the organization's strategy, expansion, organizational learning, and programmatic innovation.

KEY RESPONSIBILITIES AND OUTCOMES:

- Hiring, managing, coaching, and evaluating all program staff and related outside contractors and vendors
- Leading business development including negotiating and overseeing quality execution of new and existing service contracts with schools, districts, and/or other clients
- 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
- 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)
- Sourcing new business development opportunities, along with CEO
- Building and maintaining strong relationships with external stakeholders, school partner leadership and external 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 talent development, project management, creative problem-solving, leadership, facilitation, and negotiation
- Technical experience with providing insights to clients based on qualitative research insights (surveys and focus groups)
- 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
- Job is based in Houston

ADDITIONAL DESIRED QUALIFICATIONS:

- Experience and/or comfort with managing remote employees/virtual team
- Direct or indirect K-12 education experience
- Non-profit experience either as a leader, Board-member, or volunteer
- Ability to translate data into practical, actionable insights and recommendations for a non-technical audience (and/or experience leading/managing this work)
- Willingness to work primarily in person with staff and stakeholders

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 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 hiring@familiesempowered.org