

FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

Job Title: Chief Program Officer

Reports to: Chief Executive Officer

Education Requirement: Bachelor's required; Master's in Public Administration, Social Work, Planning, Public Health, or related field preferred

Experience Requirement: 10+ years progressive leadership in homelessness services, affordable housing, health & human services, or related fields

Position is: Exempt, Full-time

Pay Rate: \$135,000-\$180,000 per year, based on experience

Supervises: Housing Development Manager, Director of Program, Data & Compliance Manager

About Families Forward

At **Families Forward**, we are dedicated to preventing and ending family homelessness and strengthening community wellbeing across Orange County. Since 1984, our nonprofit organization has provided compassionate support that empowers families to achieve lasting stability and self-sufficiency through housing programs, essential services like our food pantry and career counseling, and meaningful resources that nurture resilience and hope. Guided by our core values of *dignity, empowerment, accountability, community spirit, and hope*, we strive to create an environment where families can thrive and where every team member feels inspired, valued, and equipped to make a meaningful impact in the lives of others. We believe in fostering a collaborative and inclusive workplace where passion for service meets purpose-driven work. Join us in building stronger families and a stronger community.

Position Summary

The Chief Program Officer (CPO) provides strategic, operational, and people leadership for all programmatic, housing, and data functions. This executive oversees the organization's homeless services, housing stabilization programs, affordable housing development/operations, and the Data & Impact team responsible for HMIS, reporting, evaluation, and organizational learning.

The CPO ensures high-quality, person-centered programming, strong data integrity, evidence-based practice, and measurable outcomes aligned with the organization's mission to prevent and end family homelessness. The CPO works closely with the CEO, Chief Finance Officer, Chief Advancement Officer, Senior Director of Talent & Operations, Housing Development Director, Director of Programs, and senior leadership to integrate programs, housing, people, compliance, operations, and data analytics into a unified strategy for impact.

Key Responsibilities

Strategic Leadership & Vision (20%)

- Lead development and execution of the organization's programmatic, housing, and data strategy.
- Translate the strategic plan into clear annual goals, KPIs, dashboards, and outcomes across all departments.
- Serve as a key advisor to the CEO regarding system trends, funding opportunities, policy changes, and service model innovation.

- Represent the organization in regional coalitions, government convenings, and public policy discussions.

Oversight of Homeless Services & Housing Stabilization Programs (30%)

- Including: prevention/diversion, emergency/interim programs, RRH, housing navigation, case management, housing retention, and wraparound supports.
- Ensure high-quality, trauma-informed, Housing First–aligned service delivery.
- Oversee program design, implementation, performance monitoring, and continuous improvement.
- Ensure compliance with HUD, city/county funding, CalAim, and other regulations.
- Maintain high standards for documentation, workflows, and participant experience.
- Provide programmatic leadership and direction to program staff.
- Provide direct support to Director of Programs to ensure consistent focus on quality of services, progress toward goals, and adherence to mission and strategic plan.
- Implement and lead a continuous quality improvement process throughout the program and service areas: focusing on systems and process improvement, program outcomes, and program evaluation.
- Lead relationship management and negotiations with public agency funders of programs and services, ensuring alignment of grants and contracts.
- Ensure the delivery of qualitative and quantitative goals and outcomes of programs and services.

Affordable Housing Development & Operations Oversight (20%)

- Provide executive leadership for affordable housing initiatives: predevelopment, acquisition/rehab, construction, lease-up, and stabilization.
- Develop strategies to gain access to additional properties through Housing Navigation and to ensure that Families Forward’s clients have access to appropriate information related to acquiring and maintaining housing.
- Lead the development and growth of the Affordable Housing program by increasing relationships with housing developers and communities across Orange County. Work closely with external partners (developers, architects, property management, cities/counties).
- Oversee compliance with PBV/HCV, HOME, and other funding/financing programs.
- Align resident services and property operations for a cohesive, resident-centered housing ecosystem focused on economic mobility.
- Support Housing Development Director in the property management of Families Forward owned housing units.
- Support funding applications, NOFA responses, reporting, and long-term asset management planning.

Data, Impact, & Performance Management Oversight (15%)

- Direct leadership of the Data/Impact team, including HMIS, evaluation, reporting, and organizational learning.
- Responsibilities include:
 - Oversee data strategy, infrastructure, and analytics to drive organizational decision-making.
 - Ensure high-quality HMIS compliance, data integrity, timeliness, and accuracy.
 - Develop dashboards, scorecards, and evaluation tools for programs, housing operations, and executive decision-making. Lead internal quality assurance reviews, including audits, participant feedback analyses, and corrective actions.

- Integrate data into program design, resource allocation, fundraising narratives, and policy advocacy.
- Promote a culture of curiosity, continuous improvement, and outcomes-based management.

People Leadership & Culture (10%)

- Lead, supervise, and mentor directors and senior managers across program, housing, and data departments.
- Build high-performing, collaborative teams aligned with organizational values of equity, dignity, and excellence.
- Oversee staffing structures, workload evaluation, talent development, and succession planning.
- Promote trauma-informed supervision and supportive leadership practices.

External Partnerships, Advocacy, & Resource Development (5%)

- Build and maintain strategic relationships with regional partners including County of Orange, Continuum of Care, CalOptima, school districts, city governments, and housing authorities.
- Collaborate with Data and Fund Development teams on grants, data storytelling, program proposals, and donor engagement.
- Serve as a supportive public-facing representative for the organization at conferences, panels, legislative meetings, and funder tours.

Qualifications

- Direct experience supervising data, evaluation, or performance measurement teams.
- Strong understanding of HMIS, performance frameworks, data governance, reporting, and compliance.
- Expertise in Housing First, trauma-informed care, systems of care, and affordable housing development/operations.
- Experience with public funding and compliance: i.e. HUD, HCD, ESG, CoC, PBV/HCV, HOME, LIHTC, CalOptima/health plans, etc.
- Demonstrated success leading multidisciplinary teams in complex and fast-paced environments.

Ideal Candidate Profile

- A strategic, data-informed leader who sees the connection between services, housing, and analytics.
- Understands the complexity of homelessness systems and the accuracy required in data-driven decision-making.
- Skilled at balancing long-term vision with operational execution.
- Collaborative, emotionally intelligent, and comfortable navigating government funders.
- Passionate about using data, innovation, and evidence-based practice to disrupt cycles of homelessness.

Don't meet every single requirement? We encourage you to apply anyway. At Families Forward, we value diverse backgrounds, perspectives, and lived experiences. If you're excited about this role and our mission to end homelessness, we want to hear from you—even if your experience doesn't align perfectly with every qualification.

Benefits

- Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision;

flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Please send resumes to Marissa Hall, Director of Operations, at mhall@families-forward.org. No phone calls, please.