

FAMILIES FORWARD

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

Position is: Exempt, Full Time

Salary Range: \$160,000-\$180,000 per year, based on experience

Supervises: Housing Development Director, Director of Programs, Director of Data & Compliance

The Opportunity:

Families Forward is seeking a Chief Program Officer to provide executive leadership across programs, housing initiatives, data and impact, grant and contract performance, and key external partnerships. This leader will translate strategy into consistent execution, develop strong leaders, strengthen systems, and ensure that services remain effective, sustainable, and centered on the families the organization serves.

The next CPO will join a respected, mission-driven organization during a period of growth. The role calls for a leader who builds trust before driving change, creates clarity and accountability, and connects program impact with financial and organizational sustainability. 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:

- Lead program strategy, quality, effectiveness, and continuous improvement.
- Develop, coach, and support directors and managers while strengthening accountability and succession capacity.
- Translate organizational priorities into clear ownership, timelines, measurable outcomes, and reliable follow-through.
- Provide executive oversight for program data, impact measurement, grant and contract compliance, and reporting.
- Partner with Finance to align program priorities, budgets, funding requirements, and long-term sustainability.
- Strengthen collaboration across Programs, Housing, Advancement, Talent and Operations, Finance, and executive leadership.
- Build and support relationships with housing providers, landlords, developers, local, state and federal agencies as well as community partners.
- Serve as a trusted partner to the CEO and contribute an integrated program, people, financial, and external perspective to executive decisions.

What the Role Requires:

- Significant leadership experience in nonprofit services, human services, housing, community impact, public health, or a related environment.
- Experience leading complex programs or multidisciplinary service teams and supervising directors or managers.
- Demonstrated success strengthening program quality, data, outcomes, compliance, and accountability.
- Financial fluency, including experience with meaningful budgets, resource trade-offs, and grant- or contract-funded programs.

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- Strong executive judgment, communication, collaboration, and change-leadership capability.
- A record of developing leaders, building trust, addressing difficult issues, and following through on commitments.
- Ability to build credible external partnerships and represent an organization effectively with varied stakeholders.

Leadership Approach

Families Forward values leaders who listen before acting, communicate openly, take responsibility, support others while maintaining accountability, and remain adaptable in a complex operating environment. The successful leader will respect the expertise already present, remain visible and engaged, and improve systems without losing sight of people, mission, or frontline realities.

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.

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 submit all resumes to Jennifer Press, Senior Director of Talent and Operations, at jpress@families-forward.org.
No phone calls, please.**