YouthLink Job Opening:
Chief Program Officer

Be a part of building a strong and supportive community for youth.

About YouthLink
Founded in 1977, YouthLink is a leader in the Twin Cities for guiding young people (ages 18-24) experiencing homelessness to believe and use their own potential to achieve long-term stability and self-reliance. YouthLink provides inclusive services to move youth forward on their journeys to holistic, integrated education, employment and housing stability. YouthLink also serves as the host site for the Youth Opportunity Center (YOC) a “one-stop shop” of multiple community partners all focused on serving homeless youth. More than 1800 young people seek services at YouthLink annually. In partnership with two affordable housing agencies, YouthLink also provides supportive services in more than 90 units of transitional and permanent supportive housing throughout the city.

Our Mission
At YouthLink, our mission is to support and empower young people on their journey to self-reliance.

Our Vision
To be a community where all youth, without regard to their living situation, have an equal opportunity to pursue their goals and dreams, and an equal likelihood of achieving them.

POSITION SUMMARY
Reporting to the Executive Director, the Chief Program Officer (CPO) will serve as a critical member of the executive leadership team and will collaboratively articulate, implement and operationalize the strategic vision, mission and goals of the agency. The CPO will oversee the programs and related services. The CPO will continually evaluate the effectiveness of programs to provide ongoing feedback; guide strategic, nimble service delivery to strengthen funding diversification and youth outcomes.

The CPO will contribute and participate in raising the agency’s profile externally by providing productive guidance, supervision, and professional development to all program management staff; and, and, continuously improve, strengthen the structure of the organization by staying abreast of developments in youth homelessness, and strategic trends in equity, disparities reduction, policy, affordable housing, youth services and engagement.

The CPO will oversee all the portfolio of YouthLink programs, according to existing organization structure as well as lead integration, analysis and assessment for continuous improvements, adjustments and changes, changes. Under the direction of the Executive Director, help to engage the Board of Directors to bring the mission to action in board meetings, youth engagement efforts and other meaningful ways (within scope of boardmanagement policy, standards)
Leadership, Staff Management and Organizational Strategy

- In coordination with the Executive Director and executive leadership team, play a key role in the overall development, strategic planning, service delivery, and management of the organization across multiple areas.

- Directly supervise two major program areas and area directors and several managers; working closely with senior program staff to build their skills and confidence so that they can engage, encourage, and motivate all staff. Provide assistance and guidance on how to troubleshoot program and staff performance challenges.

- Guide, coach directors, managers on how to proactively engage in planning to improve program management, delivery for increased effectiveness and accountability.

- Deploy resources efficiently and effectively toward organizational goals, working with staff to balance workload and effort, and provide regular feedback so key staff can continuously improve supervision skills.

- Create and support a high performing culture aligned with YouthLink vision, mission and principles.

- Develop an inclusive, equitable team-based environment to motivate and inspire staff to work collaboratively toward vision and goal, by clearly communicating agency vision, implementing yearly staff development plans.

- Coordinate with Human Resource Director to identify and create leadership and professional development opportunities for YouthLink staff.

- Establish annual program and staff goals and objectives and track results against these goals as well as accountability protocols.

- Participate in the budget development process and maintain a high level of fiscal responsibility.

- Support development/fund development efforts through the promotion and execution of YouthLink’s annual fundraising events, sponsored program grant development and partnering with the Executive Director to steward funding/external relationships.

- Coordinate with the Executive Director, Development Director, Development staff, on developing new program ideas and pilot projects, including integrating successful pilots into the program department.

- Under the direction of the Executive Director, with advisement from the Board of Directors, and in partnership with the CEO and Development Director, Human Resource Director, implement YouthLink’s new strategic plan, as well as develop and implement new initiatives that reflect the organization’s mission.

- Serve as liaison to key government agencies, in particular to the Hennepin County Office to End Homelessness, YouthLink’s largest funder and also as a Liaison to the Minnesota Office of Economic
Opportunity and other public agencies as mutually determined with Executive Director and Development Director.

- Represent YouthLink and the YouthLink Executive Director, on relevant committees and task forces, as well as at speaking engagements, conference panels and trainings.
- Monitor emerging needs among key stakeholders such as clients, government, philanthropy, and employers. Program Oversight and Evaluation
- Oversee the coordination, integration, and delivery of all programs, contracts and related services, promoting collaborative relationships between program areas and ensuring that the expectations of funders, partners, constituents, clients, and other stakeholders are consistently met.
- In collaboration with the Manager of Sponsored Programs, respond to government and foundation requests for proposals and applications in partnership with development and senior staff; coordinate planning and activities necessary for development of model program designs in response to RFPs and RFAs.
- Work closely with the finance department to budget and monitor programmatic operations to ensure sound fiscal and system management.
- Ensure the delivery of qualitative and quantitative goals and outcomes of programs.
- Coordinate and analyze the appropriate data to inform the programmatic and operational decision making process. Use Apricot to increase the efficiency, transparency and collaborative efforts among the teams of YouthLink.
- Determine staffing plans to achieve program goals and objectives and participate in hiring decisions for new program staff.
- Develop an assessment protocol to determine the feasibility and sustainability of programs as well as lead to more effective and efficient service delivery.
- Analyze and assess programs based on data collected and implement corrective measures if required

QUALIFICATIONS

EDUCATION/EXPERIENCE:
- A minimum of eight years leadership experience in a nonprofit, government, or philanthropy, overseeing multiple programs or contracts ideally at an organization serving diverse, low-income youth or communities.
- Bachelor’s degree required; advanced degree in Business/Public Administration or a related field is strongly desired
- Passion for the YouthLink mission and purpose and an ability to communicate this passion to others.
• Demonstrated experience managing a high-performing team in a multicultural, structure to include professional development and mentorship.

• Demonstrated ability to analyze and compile complex data for planning and reporting purposes.

• Excellent communication skills, both written and oral, with the ability to represent the organization externally across a wide range of stakeholders and constituencies.

• Strong relationship builder with the ability find common ground, build consensus and strengthen collaboration among diverse stakeholders.

• Strong community awareness and astuteness.

• Ability to successfully navigate in a fast-paced, outcomes-driven and entrepreneurial environment.

• Demonstrated commitment to the values of diversity, inclusiveness and empowerment.

**HOW TO APPLY**

E-mail a cover letter and resume with the subject line “Chief Program Officer” to careers@youthlinkmn.org.

*Equal Employment Opportunity: YouthLink shall seek to ensure and provide equal opportunity for all persons seeking employment without regard to race, age, color, religion, gender, marital status, sexual orientation, military status, national origin, disability, or any other characteristic as established by law.*