



NOW HIRING  
CHIEF PROGRAM OFFICER  
Saint Charles, Missouri  
Summer 2022

*Come lead our mission to innovate the next chapter of programs and services delivering compassionate and outcome-based positive change in the lives of people with disabilities!*

## ABOUT THE OPPORTUNITY

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Community Living, Inc. (“Community Living”) has committed itself to providing excellence and compassion through innovative services and program opportunities for people with disabilities for over 40 years. Now offering five core lines of service, including Recreation, Employment Services, Residential Services, Respite Care, and Support Services for Adults (day habilitation), Community Living and its 300+ team members and dedicated volunteer base remain committed to creating a positive impact in the lives of 1,000+ individuals per year. Learn more about Community Living and its community-centric services at [www.communitylivingmo.org](http://www.communitylivingmo.org).

Community Living is now seeking a creative visionary and innovative senior leader who is passionate about serving individuals with disabilities and who thrives on team collaboration and cross-functional communication for its Chief Program Officer position. Reporting to the CEO, this highly visible leader will be responsible for managing the overall quality, and efficiencies of Community Living’s program portfolio while driving the advancement of programs, staff, and community partners in alignment with the organization’s overall mission and strategic goals.

## YOUR MISSION AS CHIEF PROGRAM OFFICER

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- **FORWARD OUR MISSION** (Executive Leadership): Serve as a key member of Community Living’s Leadership Team. Collaborate with CEO, senior leadership, and board members to further mission-specific goals and all program operations. Participate in annual planning and provide guidance to assist the organization in setting vision, determining direction, and implementing strategy. Lead by example with the highest ethical standards, integrity, compassion, and enthusiasm for the mission at Community Living.
- **LEAD AN INNOVATIVE TEAM** (Team Management): Provide leadership for five high-performing Program Directors and a Sr. Director of Quality & IS. Build, grow and develop internal talent. Drive a collaborative culture that promotes employee engagement, prioritizes teamwork and accountability, and fosters professional growth. Support team growth in building trusted relationships with both internal and external constituents and stakeholders to promote external resources and internal program development.
- **DELIVER EXCEPTIONAL PROGRAMMING** (Development, Growth & Innovation of Programs): Provide leadership and vision for the design, promotion, delivery and quality of Community Living’s programs and services. Work closely with the Program Directors to strengthen programs, measure performance, and improve quality across all facets of agency operations. Serve as a strategic advisor to Program Directors in identifying and addressing service gaps and opportunities and ensure timely communications and support.
- **STEWARD OUR ASSETS** (Fiscal Responsibility): Oversee the development and execution of all program budgets with profit and loss accountability. Work closely with the CFO regarding requests for funds and available funding streams. Collaborate with Program Directors to ensure long-term, diverse, and sustainable funding streams. Ensure programs meet the objectives of Community Living’s strategic plan. Make recommendations to ensure effective and efficient service delivery processes for current activities and activities related to projected growth.
- **MEASURE & ENSURE SUCCESS** (Outcome-Based Impact | Safety, Quality & Compliance): Oversee program evaluation and outcomes management. Develop and implement program scorecards with quantitative and qualitative targets (e.g., current ratio, participant satisfaction, employee retention, etc.). Develop continuous improvement initiatives to identify program strengths, challenges and, ROI based on measurable impact and

revenue deployed. Ensure all programs are carried out in compliance with CARF (Commission on Accreditation of Rehabilitation Facilities), state and/or any other funding or accrediting agency guidelines.

- **ENGAGE OUR COMMUNITY** (Community Relations): Work externally with community groups, local leaders, and government agencies to advocate for and advance Community Living's services. Create opportunities to forge strategic partnerships with outside providers, funders, and partner agencies.

## IS THIS A MATCH FOR YOU?

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- You have a **passion for Community Living's mission and creating a community that is diverse and inclusive.**
- You bring prior experience and/or a strong connection to working with individuals with disabilities.
- You offer **5-10+ years of progressive experience in program development or related operations leadership.**
- **Prior experience leading a diverse and high performing team.** You are capable of creating a healthy team culture that emphasizes teamwork, collaboration, communication and creates accountability.
- An **ability to manage and evaluate multiple programs and staff across multi-sites, mobilize resources, ensure quality and safety and foster community building is required.** Prior **experience leading and developing evidence-based program outcomes,** related KPI's and program metrics, continuous improvement initiatives and ROI analysis is required.
- You have a **strong business, financial and technology acumen,** including prior budget management or P&L ownership along with savvy technology skills. Knowledge and **familiarity with funding streams,** including public, private, governmental, and philanthropic strongly desired.
- **You have strong relationship-building skills** and a well-honed ability to collaborate and to influence internally, externally, and cross-functionally. You are willing to serve as a **hands-on leader with the ability and desire to flex between strategic and tactical priorities.** Superior project management skills and a **proactive mindset** are required.
- Four-year college degree is required; MBA or other advanced degree is a plus.

## WHY JOIN COMMUNITY LIVING?

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- **WE ARE ENRICHING LIVES & CREATING POSITIVE CHANGE** – We are dedicated to advocating for individuals with disabilities and providing them with the resources and opportunities to thrive and contribute to our community. We believe each person has a purpose in our community.
- **BUILD + GROW NEXT CHAPTER OF PROGRAMS & SERVICES** – We are building our next chapter! Growth necessitates innovation alongside reliable infrastructure. This is an opportunity to explore and to innovate program models, enhance existing program development and to streamline operational efficiencies.
- **COMPETITIVE COMPENSATION & BENEFITS PACKAGE** – Community Living offers a competitive base salary, a comprehensive benefits package offering medical, dental, vision, life, and disability insurances; 401(k) match; professional development opportunities; discounted gym membership and generous PTO program.

## READY TO APPLY?

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Simply share your resume with Occhio Search & Recruitment! To apply, visit [occhiosearch.com](http://occhiosearch.com) and/or apply via LinkedIn. For questions, contact [angie@occhiosearch.com](mailto:angie@occhiosearch.com). All resumes, referrals and general inquiries will be held strictly confidential. **No direct inquiries with Community Living, please. We ask that you direct all questions, referrals, and applications to our retained search consultants at Occhio.**

**Community Living is an Equal Opportunity Employer.** *We welcome differences in form of gender, race, ethnicity, disability, geography, socioeconomic status, age, politics, religion, philosophy, sexual orientation, gender identity or expression and veteran status. All applicants who share this goal are encouraged to apply and we look forward to hearing from you!*