

## **Chief Program Officer (CPO)**

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The Gathering Place is a non-profit community-based cancer center located in Cleveland Ohio that supports, educates, and empowers individuals and families coping with the impact of cancer through programs and services provided *free of charge*.

### **Position Summary**

The Chief Program Officer (CPO) serves as a key member of the executive leadership team and is responsible for the strategic leadership, development, implementation, evaluation, and growth of all programs and services provided by The Gathering Place. The CPO ensures that high-quality, compassionate, and evidence-informed cancer support services are delivered to individuals and families impacted by cancer while aligning programs with the organization's mission, strategic plan, and community needs.

The CPO provides visionary leadership to program staff and volunteers, fosters a culture of collaboration and excellence, and ensures the organization remains a trusted resource for those navigating the cancer journey. This position plays a critical role in advancing organizational impact, strengthening partnerships, securing funding support, and promoting innovation in service delivery.

### **Key Responsibilities**

#### **Strategic Leadership**

- Serve as a member of the executive leadership team and contribute to The Gathering Place's strategy, planning, and decision-making.
- Develop and execute a comprehensive program strategy that advances The Gathering Place's mission and strategic priorities.
- Monitor trends, best practices, and emerging needs in cancer support services to ensure program relevance and effectiveness.
- Identify opportunities for program expansion, innovation, and community impact.

#### **Program Operations and Management**

- Provide oversight and leadership for all programs and services, which may include support groups, individual support, wellness activities, educational workshops, and social outings.
- Ensure programs are delivered with a high standard of quality, accessibility, inclusivity, and participant-centered care.
- Establish program goals, outcomes, and performance metrics to evaluate effectiveness and impact.

- Oversee program policies, procedures, and quality assurance efforts.
- Utilize data and participant feedback to continuously improve services and outcomes.

### **Staff Leadership and Development**

- Lead, mentor, and supervise clinicians, dietitian, fitness staff, contract staff and support staff.
- Foster a collaborative, mission-driven culture that promotes professional growth and accountability.
- Support recruitment, onboarding, training, and retention of high-performing program staff.
- Conduct performance evaluations and support professional development initiatives.

### **Community Partnerships and Outreach**

- Cultivate and maintain strong relationships with healthcare systems, oncology practices, community organizations, and referral partners.
- Represent the organization in community meetings, professional networks, conferences, and public events.
- Strengthen awareness of the organization's programs and services throughout the community.
- Identify opportunities for collaboration that expand service reach and impact.

### **Program Evaluation and Impact Measurement**

- Develop and maintain systems for collecting, analyzing, and reporting program outcomes.
- Prepare reports and presentations for the CEO, Board of Directors, funders, and other stakeholders.
- Ensure compliance with grant requirements and outcome reporting standards.
- Utilize data to demonstrate impact and support organizational decision-making.

### **Fundraising and Grant Support**

- Collaborate closely with the development team to support fundraising initiatives.
- Provide program expertise for grant proposals, donor reports, sponsorship opportunities, and fundraising communications.
- Participate in donor meetings, cultivation events, and stewardship activities as needed.

- Help communicate The Gathering Place's impact through compelling stories, outcomes, and participant experiences.

### **Financial and Administrative Management**

- Develop and manage program budgets in collaboration with the CEO.
- Monitor expenditures and ensure efficient use of resources.
- Ensure compliance with The Gathering Place's policies and HIPPA standards.
- Participate in annual planning and budgeting processes.

### **Qualifications**

#### **Required**

- Master's degree in Social Work, Counseling, Psychology, or related field.
- Minimum of 7-10 years of progressively responsible leadership experience in nonprofit, healthcare, behavioral health, or human services organizations.
- Demonstrated experience managing multidisciplinary teams and complex program operations.
- Strong understanding of psychosocial support services, behavioral health, patient support, or cancer care environments.
- Experience developing and evaluating programs using outcomes and impact data.
- Excellent leadership, communication, interpersonal, and relationship-building skills.
- Proven ability to manage multiple priorities in a dynamic environment.

#### **Preferred**

- Experience working with individuals and families affected by cancer or chronic illness.
- Clinical licensure or advanced professional credentials.
- Experience with grant-funded programs and outcome reporting.
- Experience collaborating with healthcare systems and medical professionals.

### **Physical Requirements**

Ability to travel locally to meetings, events, and partner locations as needed.

Ability to occasionally work evenings and weekends for organizational events and programs.

The Gathering Place is an Equal Opportunity Employer and encourages applications from individuals of diverse backgrounds and experiences.