



Job Title: CHIEF PROGRAMS OFFICER

FLSA: Exempt

Full time: 40 hours/week

Annual Salary Range: \$100,00- \$115,000

Benefits: Medical, Dental, Vision (with employer contribution), Flex, Life, 401k w/ match. Generous time-off & 11 paid holidays.

Supervisor: Chief Executive Officer

POSITION DESCRIPTION:

The Chief Programs Officer (CPO) is a mission-focused problem-solver with a background in program management, public health, nutrition, or human services aligned with the values of Mama's Kitchen. This leader is fluent in the complexities of program design, systems integration, evaluation, and continuous improvement as mechanisms for achieving client-driven outcomes across multiple programs. The CPO has the ability to oversee the successful implementation of contracts with Medi-Cal, other government, and private health plans, as well as grant-funded initiatives. The CPO understands how the work of various units impact each other and drive positive results. With a leadership approach that is both collaborative and empowering, the CPO nurtures relationships and works effectively with diverse individuals and stakeholders ranging from organization leaders to community volunteers. The CPO is a strategic thought-partner to the CEO and an integral member of the senior leadership team who embraces the core values of the organization – dignity, respect, reliability, integrity, diversity, and teamwork.

Among this executive's many duties, the CPO is responsible for:

Operations Management:

- The role of Chief Privacy Officer. The Chief Privacy Officer oversees everything related to the organization's privacy policies, including compliance with state and federal laws. This includes, but is not limited to, overseeing a comprehensive privacy program, monitoring program compliance, and investigating privacy-related incidents and breaches.
- Coordinates the work of multiple program areas and is responsible for ensuring successful cross-coordination between program areas and with other departments.
- Supports and works in partnership with the CEO and the senior leadership team to facilitate big-picture decision-making and bring clarity to complex situations principally through strategic, financial, and operational metrics.
- Leads the team who manages client services, nutrition services, strategic initiatives, by offering guidance, support, tools, and strategic advice to troubleshoot and advance efforts in their area of responsibility.
- Oversees, directs, provides guidance to, and monitors areas of responsibility to ensure services

are being provided in a fiscally responsible manner and consistent with the core values and mission.

- Establishes and oversees new systems for managing, streamlining, collecting, processing, and sharing data across multiple platforms that will lead to greater inter-organizational effectiveness.
- Works collaboratively, positively, and respectfully with staff, volunteers, and other stakeholders.
- Participates in the budget development process.

Contract and Program Management:

- Implement service delivery contracts and collaborate with CEO in contract negotiation including programmatic scope and appropriate reimbursement rates.
- Works alongside senior staff, to ensure that data and input from multiple internal and external stakeholders are used to identify and conceptualize programmatic needs and evaluate programmatic impacts.
- Cultivates and manages positive collaborative relationships with external partners, in particular Medicare, Medi-Cal, other government entities and various health plans, which result in productive contract outcomes and innovative efforts.
- Oversees the evaluation of all programs including the effective reporting on their outcomes, contract compliance, etc.
- Oversees and supports the continuous improvement efforts of programs under their purview to ensure optimal outcomes for clients.
- Serve as an ambassador for the work of Mama's Kitchen as needed.

Other duties as required.

QUALIFICATIONS:

- Bachelor's degree is required, graduate degree in a related field is preferred.
- Leadership experience: 7 to 10- years of progressive leadership experience in a related field is preferred.
- Senior management experience, ideally within a health-related or human service organization
- Strong command of program design and evaluation methods
- Adept at identifying and implementing systems, processes, and platforms such as client management software, which have been used to integrate and streamline efforts across an organization.
- Excellent oral and written communication skills
- Keen analytical, organizational, and problem-solving skills which support and enable sound decision making.
- Excellent communication and relationship building skills with an ability to prioritize, negotiate and work with a variety of internal and external stakeholders.
- Ability to interface diplomatically with a diverse group of staff, volunteers, donors, and

clients.

- A sincere commitment to the mission of Mama's Kitchen
- Lean Six-Sigma or other training for systems and processes preferred.

COVID-19: We require all employees to be fully vaccinated and provide proof of vaccination upon hire. Background Check: All employees are required to go through a yearly background check.

Vision Statement:

At Mama's Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

Mission Statement:

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

Mama's Kitchen Core Values

Dignity and Respect: Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers, and staff.

Reliability: Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

Integrity: Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors, and staff. We pride ourselves in doing what we say we are going to do.

Diversity: Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

Team Work: Mutual effort and unity are the ingredients that allow our mission to succeed.

Equal Opportunity

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to

submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

Please send Resume and cover letter to jobs@mamaskitchen.org