Chief Programs Officer (CPO)
West Virginia Coalition to End Homelessness (WVCEH)
Full-Time | Executive Leadership Position | West Virginia
Make a Difference Through Leadership

At the West Virginia Coalition to End Homelessness (WVCEH), we believe people matter. People in our communities are living without safe, stable housing, and our team works every day to change that.

WVCEH is seeking an experienced, strategic, and highly motivated **Chief Programs Officer (CPO)** to join our Executive Leadership Team and oversee the organization's direct service programs throughout West Virginia.

Reporting directly to the Chief Executive Officer, the CPO plays a critical role in developing and implementing organizational strategy, strengthening program operations, supporting program directors, ensuring accountability, and improving outcomes for individuals and families experiencing homelessness.

This position requires a strong leader who can balance strategic planning with hands-on operational oversight, effectively manage multiple programs and priorities, and guide teams through challenges and organizational change.

Our programs are built around effective practices, quality services, and continuous improvement. We recognize that improvement requires change, and we expect our leaders to be adaptable, solution-focused, and committed to providing excellent services.

What You'll Do
The Chief Programs Officer provides executive-level leadership and oversight of WVCEH's direct service programs, ensuring effective service delivery, regulatory compliance, responsible resource management, and measurable outcomes.

Leadership, Staff Management & Organizational Strategy

- Work collaboratively with the CEO and Executive Leadership Team to develop, implement, and operationalize the organization's strategic vision, mission, and goals.
- Provide strategic leadership and direction for the development, management, and delivery of programs and services.
- Directly supervise, guide, and support program directors and staff, establishing clear roles, responsibilities, performance expectations, and accountability standards.
- Coach and mentor program directors to strengthen leadership and management skills, improve staff supervision and engagement, and proactively address operational challenges and performance concerns.
- Establish annual program goals, staff objectives, and performance expectations, monitor progress, and implement accountability measures as needed.
- Collaborate with the COO and other leadership staff to develop staff training, leadership development, and professional growth opportunities.
- Evaluate organizational staffing structures, workload distribution, and resource needs to ensure programs have the capacity to meet service expectations and organizational goals.

Program Oversight, Quality Assurance & Compliance

- Oversee the coordination, integration, and delivery of all direct service programs and related services, ensuring alignment with organizational goals and the expectations of funders, partners, clients, and other stakeholders.

- Ensure programs provide effective, consistent, client-centered, and housing-focused services that align with organizational values, program objectives, and applicable service standards.
- Establish and maintain quality assurance processes to evaluate program operations, case management practices, client engagement, service documentation, and overall service delivery.
- Ensure programs operate in compliance with applicable federal, state, and local regulations, grant requirements, contracts, funding guidelines, and organizational policies.
- Oversee preparation for funder monitoring, audits, and compliance reviews, ensuring deficiencies are addressed through appropriate corrective action and follow-up.
- Identify opportunities to improve program operations, streamline administrative processes, and strengthen service delivery and client outcomes.

Program Performance, Financial & Resource Management

- Establish, monitor, and evaluate qualitative and quantitative program goals, performance measures, contractual deliverables, and client outcome expectations.
- Coordinate the collection, review, and analysis of program data to inform strategic planning, operational decisions, and program improvements.
- Regularly assess program effectiveness, identify performance concerns and service gaps, and ensure corrective measures are implemented when necessary.
- Work closely with the CFO and COO to develop, monitor, and evaluate program budgets, expenditures, and funding utilization, ensuring responsible use of resources and alignment with grant requirements.
- Develop and evaluate staffing plans to ensure programs have appropriate personnel and resources to meet program goals, contractual obligations, and service delivery expectations.
- Participate in hiring decisions for program staff and collaborate with the COO and program leadership on recruitment, onboarding, retention, and workforce planning.

Program Development, Community Partnerships & Organizational Collaboration

- Collaborate with the CEO, COO, and program leadership to identify emerging needs, develop new program opportunities, and implement innovative approaches to service delivery.
- Participate in organizational strategic planning, program development, restructuring, and the implementation of new initiatives and pilot projects, including evaluating and integrating successful initiatives into ongoing operations.
- Develop and maintain collaborative relationships with community partners, government agencies, funders, and other organizations to strengthen service coordination and program effectiveness.
- Monitor emerging needs and trends among clients, community partners, government agencies, funders, and other stakeholders to inform program planning and organizational priorities.
- Represent WVCEH at relevant committees, task forces, community meetings, speaking engagements, conferences, panels, and training opportunities.
- Participate in regional and statewide initiatives focused on homelessness, housing stability, and improving the homeless response system.
- Stay informed of developments in homelessness, affordable housing, outreach, diversion, service engagement, public policy, equity, and disparities reduction to guide organizational strategy and program improvements.

Required Education & Experience

Candidates must meet the following requirements:

- Bachelor's degree in Social Work or a related field required.
- Master's degree in Social Work preferred.
- Current West Virginia Social Work license required, preferably LGSW, LCSW, or LICSW.

- Minimum of two years of post-graduate Social Work experience required.
- Previous experience supervising, managing, and leading teams.
- Demonstrated knowledge of homelessness, homeless assistance programs, and related funding sources.
- Valid West Virginia driver's license.
- Ability and willingness to travel throughout West Virginia.

What We're Looking For
The successful candidate will be a confident, accountable, and highly effective leader who can balance the needs of staff, programs, clients, and organizational leadership while maintaining a strong focus on outcomes and continuous improvement.
Candidates should demonstrate:

- Strong leadership, supervisory, coaching, and staff development skills.
- Excellent organizational, strategic planning, and time-management abilities.
- Sound judgment, critical thinking, and creative problem-solving skills.
- The ability to analyze program performance, interpret data, and make informed operational decisions.
- Strong written and verbal communication skills, including the ability to communicate effectively with staff, executive leadership, funders, and community partners.
- The ability to manage multiple programs, competing priorities, and complex operational challenges.
- A high degree of integrity, professionalism, dependability, and accountability.
- The ability to remain composed, objective, and solution-focused during challenging or high-pressure situations.
- Strong interpersonal skills and the ability to build productive, cooperative relationships across departments and with external partners.
- The initiative and independence necessary to make decisions, address challenges, and move organizational priorities forward.
- The ability to lead organizational change, develop innovative solutions, and continuously improve program performance.

Schedule & Work Environment
This is a **full-time, exempt executive leadership position** based in West Virginia.

The general work schedule is Monday through Friday, 8:00 a.m. to 4:00 p.m., with flexibility required to meet organizational and program needs.

Travel throughout West Virginia is required and is expected to account for more than 25% of the position.

The position involves a combination of administrative, supervisory, strategic planning, and community-based activities. Work includes regular computer use, meetings, site visits, travel, and other moderate physical activities.

Benefits
WVCEH offers a comprehensive benefits package that includes:

- Health, dental, and vision insurance
- Paid Time Off (PTO) – four weeks accrued during the first year

- 12 paid holidays annually
- 403(b) retirement plan with company match
- Workplace Wellness Program
- Employee Assistance Program (EAP)
- Optional Colonial Life insurance plans

Salary is based on qualifications and experience.

Our Approach
WVCEH expects excellence from our programs and our people. We seek continuous improvement in how we serve individuals and families experiencing homelessness. Because improvement requires change, adaptability is an important part of working at WVCEH.
The Chief Programs Officer plays a vital role in ensuring our programs operate effectively, our staff have the leadership and resources they need to succeed, and our services produce meaningful outcomes for the individuals and families we serve.

We are looking for a leader who understands that strong programs require strong leadership, clear expectations, accountability, collaboration, and a willingness to continuously improve.
If you are an experienced social work professional with demonstrated leadership ability, a commitment to quality service delivery, and the drive to strengthen programs that make a meaningful difference in people's lives, we encourage you to apply.

West Virginia Coalition to End Homelessness is an Equal Opportunity Employer.