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<b>Position:</b>	Chief Program Officer
<b>Type:</b>	Full Time
<b>Status:</b>	Exempt
<b>Reports to:</b>	Executive Director
<b>Salary range:</b>	Provided Upon Request
<b>Location:</b>	Durham, North Carolina
<b>Updated:</b>	4/11/2022

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### **Position Summary**

The Chief Program Officer will serve as a member of the senior leadership team at JusticeMatters. In collaboration with the Executive Director, Senior Attorney section leads, and Chief Operating Officer, the Chief Program Officer will articulate and implement the strategic vision of JusticeMatters. In alignment with JusticeMatters' commitment to trauma-informed design for the wellbeing of both employees and clients, the Chief Program Officer will oversee the implementation of trauma-informed principles in the delivery of services. The Chief Program Officer will also evaluate the effectiveness of programs to best serve clients and their families, report on program implementation and impact, cultivate key partnerships, and provide mentoring, guidance, and supervision to the client services staff.

Ideal candidates have (1) significant experience providing direct services to individuals who have experienced trauma, (2) a background in social work and/or public health, and (3) a comprehensive understanding of trauma-informed approaches in service delivery for individuals (including immigrants and children) who have experienced human trafficking and other forms of trauma.

### **Duties and Responsibilities**

Program Strategic Development and Design

- In collaboration with the Executive Director and Senior Attorney section leads, oversee the incorporation of trauma-informed principles and a public health approach in the development, design, and provision of services.
- Oversee workforce development for staff, contractors, and volunteers on trauma-informed service delivery , multi-disciplinary collaboration, inter-agency partnership and protocols, and relevant advances in research and best practices.
- In collaboration with Senior Attorney section leads, recommend and implement policies, procedures, monitoring and quality systems to ensure programs and services are implemented effectively, align with best practices, and are evidence-based, as relevant.

#### Program Monitoring and Evaluation

- Oversee program monitoring and evaluation.
- In collaboration with the Senior Attorney section leads, design and implement client feedback processes to collect and integrate client feedback, ensuring JusticeMatters' services are responsive to client feedback.
- Monitor changing risk and protective factors across the social-ecological model to ensure JusticeMatters' services are accessible and responsive to community/potential client needs.
- Monitor and ensure the efficacy of JusticeMatter's Theory of Change and/or logic model in light of changes and advancements in relevant fields, best practices, and research.
- Establish metrics and other performance indicators to measure program success, quality of services, and outcomes per the Theory of Change and/or logic model.
- Oversee work with third parties to conduct literature reviews, mixed method studies, and other research initiatives to prove and hone JusticeMatters' model and methods.
- Oversee creation and provision of programmatic reports for the staff, Board of Directors, funders, and other key stakeholders.

#### Client Services

- Oversee client support services, including intake and the provision of information and referrals to callers and clients.
- Supervise employees, contractors, and interns providing client support services.
- Enhance access to services through community partnerships and/or outreach efforts.
- Oversee compliance with best practices to facilitate access for individuals experiencing vulnerability and/or barriers to access due to protected class or characteristic, limited English proficiency, socioeconomic status, or other risk factors.
- Develop and maintain community partnerships.
- Develop and manage community referral resources and processes.

### Other Duties

- Represent JusticeMatters on relevant committees and task forces, as well as at community education events, trainings, and other speaking engagements.
- Collaborate with the development team and Executive Director to respond to requests for proposals and applications; coordinate planning and activities necessary for program design, monitoring, and evaluation in response to RFPs and RFAs.
- Work closely with the Chief Operating Officer to budget and monitor client support services to ensure sound fiscal, systems, and change management.
- Generally promote JusticeMatters and our mission and work.

### **Qualifications and Requirements**

1. A minimum of 7 years of experience managing behavioral health or related human services, with at least 3 years of senior leadership experience.
2. An understanding of the needs of human trafficking survivors, low-income and immigrant families, children at risk of entering the child welfare system, and those impacted by trauma.
3. Master's degree in social work, public health or related field.
4. Experience building partnerships with community, local, and state agencies.
5. Strategic thinker and demonstrated success in program innovation. Track record developing new programs and taking existing programs to higher levels.
6. Experience hiring and retaining program staff and leading through transitions and growth.
7. Proven track record managing within a results-based framework, delivering high quality programs, and leveraging data to drive continuous learning and program improvement.
8. Skills in program planning, project management, reporting and measurement.
9. Experience using data to inform program evaluation.
10. Experience implementing quality systems.
11. Is mission-driven, self-directed, and can function well in a complex and evolving organizational environment.
12. Strong written and verbal communication skills.
13. Excellent organizational, analytical, writing, and writing skills.
14. Strong interpersonal, cultural humility, and cross-cultural communication skills.
15. Effective collaboration with multidisciplinary professionals in the provision of legal services.
16. Ability to think strategically and creatively, solve problems, innovate, exercise initiative, and manage multiple tasks/projects and sensitive information while also being able to determine when to ask for assistance.
17. Proficient in Google Suite and Microsoft Office Suite.
18. Impeccable integrity, judgment, and discretion.

19. The means and willingness to travel (a driver's license and regular access to a vehicle are required). Travel and mileage are reimbursed.
20. Spanish biliteracy is a plus.
21. Support of the mission and vision of JusticeMatters.

## **About JusticeMatters**

JusticeMatters is a faith-motivated, nonprofit law firm that addresses the roots and repercussions of human trafficking. We provide trauma-informed legal services throughout North Carolina, and we promote just policies and practices impacting our clients and community. Since 2011 we have been at the forefront of efforts to integrate principles of trauma-informed care in the legal profession, recognizing that the way we provide legal services—not solely the legal results we secure—holds potential to promote restoration. We are characterized by a concern for safety, trustworthiness and transparency, peer support, collaboration and mutuality, empowerment (voice and choice), and humility regarding cultural, historical, and gender issues. We envision the freedom and flourishing of all.

## **Compensation and Benefits**

- 20-30 days of paid time off, (used for sick, vacation, etc.), dependent upon length of service
- Health insurance coverage for employees 100% paid by JusticeMatters
- Health insurance for family members (paid by employee)
- Dental and vision insurance (paid by employee)
- 401(k) retirement account
- Stipend for required legal licenses and professional memberships
- \$200 stipend toward continuing education
- Flexible work schedule
- Work remotely
- Paid sabbatical after seven (7) years of service, and five (5) years, thereafter

For more information please visit our website at [www.justicemattersnc.org](http://www.justicemattersnc.org) or contact LaToya King at [latoya@justicemattersnc.org](mailto:latoya@justicemattersnc.org). To apply, please send a cover letter and resume to [latoya@justicemattersnc.org](mailto:latoya@justicemattersnc.org).