



# Chief Program Officer

December 2021

The mission of Tech Goes Home is to empower communities to access and use digital tools to overcome barriers and advance lives. Reporting to the Co-Chief Executive Officers (CEOs), the Chief Program Officer (CPO) is responsible for all program planning, organizing, operating, and staffing. The CPO will supervise and support a talented team and will be responsible for the development and implementation of effective program growth strategies that will advance TGH's mission. The Chief Program Officer will serve on the TGH Leadership Team, and provide expert input and guidance into key decisions affecting the development of programmatic strategy and strategic allocation of resources. Applications will be reviewed on a rolling basis. We encourage all interested applicants to apply before December 31, 2021. Our goal is to have the CPO start in the spring of 2022.

## Program Management

- Provide effective and inspiring leadership for all TGH programs and services.
- Lead program growth and expansion efforts.
- Ensure that all program activities operate consistently and ethically within the mission and values of Tech Goes Home, centering diversity, equity, inclusion, and belonging (DEIB) and anti-oppression.
- Review on an ongoing basis services being offered and develop new programs as needs emerge.
- Cultivate new and existing relationships with partners, instructors, and learners. Ensure that program strategy is driven by feedback from TGH constituents.
- Ensure effective evaluation and communications of TGH's programmatic successes in order to continually grow and enhance TGH's leadership in the digital equity field.
- Provide programmatic leadership and input for all strategic planning processes and lead the team to achieve program outcomes and goals.
- Implement and lead a continuous quality improvement process throughout program areas, focusing on systems/process improvement. Promote regular and ongoing opportunities for TGH learners, instructors, partners and team members to give feedback on program operations.
- Develop and implement program policies and procedures to ensure efficiency and effectiveness
- Partner with the Co-CEOs and the Advocacy Team to represent Tech Goes Home with external stakeholders, including community, governmental, and private organizations.
- Maintain open lines of communication between Co-CEOs, program team, ensuring both groups stay up-to-date on program accomplishments and challenges.
- Work with the Co-CEOs to keep the Board of Directors informed of program updates.
- Work in partnership with the Development, Finance, and Operations teams to develop and deliver fundraising targets.
- Support the Development Team in major donor and foundation cultivation, solicitation and stewardship activities, participating in high-level relationships as needed.

## Team Management

- Lead a high performing program team to the next level by further developing and implementing recruitment, training, and retention strategies.
- Supervise and support individual members of the program team ensuring they are resourced and empowered to lead on staff supervision, volunteer management, partners/instructor support, and program operations to achieve the objectives of their specific roles.
- Guide and mentor program team members in program strategy development and execution.
- Regularly solicit strategy and issue expertise from the program team to support effective decision-making and development of program strategy.
- Support the organization to build diverse teams to better reflect the populations we are working with and working to positively impact.

Address other duties as they arise

## Qualifications

- Progressive senior-level leadership experience with a proven track record of successfully leading, managing, and growing to a multi-site, performance and outcomes based organization, or preferably within, the educational, healthcare, community, nonprofit, or philanthropic sectors.
- Proven track record of leading a high performance teams through fast-paced change, including mentoring directors, managers and coordinators on how to proactively engage in planning to improve program management
- Examples of success in mapping and delivering program strategy for growth and scale
- Commitment and experience in diversity, equity, inclusion, and belonging best practices and continuous learning; able to ground their work and leadership within their own learning journey and lived experience.
- Decisive and clear in goal setting for program outcomes and team deliverables, tracking against goals/benchmarks
- Experience working with diverse stakeholders (ex. Partners, advocates, constituents)
- Fluent in building and maintaining positive organizational and team culture
- Public speaking & presentation skills
- Budget development & management experience
- Systems thinker with a solid understanding of power dynamics who can approach our growth efforts through an anti-oppressive lens.
- Passion for building capacity and empowerment within the marginalized communities we work in.
- Deep commitment to racial equity and inclusion. You recognize the role of race, income, age, immigration status, and other identities in shaping digital inequities. You recognize how your own identities show up in the work, and welcome, reflect on, and act on feedback with an eye toward continuous learning about race, ability, and other lines of difference.

## Compensation and Benefits

TGH strives to offer competitive salaries and benefits within the nonprofit field. Paid time off, extremely generous benefits, and a real commitment to work/life balance are standard. Professional development is guaranteed as you learn about the workings of a rapidly growing nonprofit. Salary range is \$100,000 - \$115,000 depending on experience.

At this time, all TGH staff are working hybrid, with assistance for the resources needed to do so. With consideration and proof of vaccination, employees work a flexible on-site schedule each week. TGH is in an attractive shared workspace close to the Back Bay Station. When it is safe, TGH will evaluate conditions to determine how to resume in-office working.

TGH is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. TGH is committed to building a diverse staff and strongly encourages women and people of color to apply.

## To Apply

To apply, label your resume and cover letter with your last name and “resume” or “cover letter.” Attach all materials on the [TGH application form](#).