



## Chief Program Officer

***One of SF Bay Area's leading nonprofits serving the Intellectual and Developmental Disabilities (IDD) community seeks a Chief Program Officer to manage a broad range of supportive services for clients and their families.***

***Leading a Program Team that values excellence, innovation, compassion and accountability in equal measure, the CPO's objective is to expand and shape sustainably funded programs that can be tailored to individual client needs.***

### **BACKGROUND**

Founded in 1954 by Bay Area Urban League founder Dr. Daniel Collins and a group of Marin County parents, [Lifehouse](#) today serves over 360 people living with IDD in San Francisco, Marin and Sonoma Counties. The organization owns nine homes and a 12-unit apartment building for people with developmental disabilities. Lifehouse is able to provide affordable housing to 54 individuals who live and work independently in the community. The organization also operates two licensed Adult Residential Facilities that support individuals with multiple disabilities requiring around-the-clock care. The majority of people (over 200) receive services in the Supported Living Services (SLS) program. Programs provide training in cooking, money management, transportation, time management and other basic living skills.

The full range of [Lifehouse Programs & Services](#) include:

- Supported Living Services (SLS)
- Independent Living Services (ILS)
- Intermediate Care Facilities (ICF)
- Adult Residential Facilities (ARF)
- Prader-Willi Syndrome Program
- RecLife (a collaboration project with Down Syndrome Association of the North Bay)

With a compassionate, client-centered, trauma-informed team of 425 professionals (5-6 of whom report up to the Chief Program Officer), Lifehouse has a 2025/26 operating budget of \$35M, with 90% of its revenue derived from contracts.

The organization advances a culture of respect for clients and staff, service excellence, compassion, initiative, accountability and unity. As the needs of IDD families in the region grow, Lifehouse's strategic intent is to scale programs to serve more people in ways that preserve financial health and service quality. The Chief Programs Officer (CPO) will drive this intended expansion of services.

### **BASIC FUNCTION**

The CPO reports directly to the CEO, Executive Leadership Team and Board of Directors at scheduled meetings. The CPO manages five direct reports, including the two Directors of Programs & Operations, Director of Training & Quality Assurance, Director of Facilities & Administration, and Recreation Manager. Major responsibilities include:

- Day-to-day oversight of all agency programs and services, including caring for the safety of all clients and staff while programs are being delivered;
- Assure mission alignment, quality and long-term financial sustainability of services provided; continually monitor high-cost programs to identify and close funding gaps;

- Develop a process for evaluating new clients in terms of the ability of the organization to provide best-in-class services on a financially sustainable basis that covers the anticipated cost of care for the life of the client;
- Shape productive partnerships with counterparts in the community, along with positive relations with community members broadly; foster public appreciation for the valuable services provided by Lifehouse within regions served;
- In coordination with the Chief Development Officer, participate in soliciting funds and contracts for services provided by Lifehouse;
- In coordination with the Chief Financial Officer, manage program budgets, produce and reconcile department financial reports, and provide oversight for program compliance;
- In coordination with the Chief Human Resources Officer, provide staff hiring, and in collaboration with the Director Training, perform on-boarding, exiting, staff development and regular performance reviews.

The CPO will be a mission-driven and innovative leader who leans into elevating the health and well-being of adults and families. The CPO will further strengthen the organization by staying current with trends in the sector and be a visible presence to advocate for systemic change. As Lifehouse grows, the CPO is expected to play a critical role in upgrading the organization's systems, infrastructure, facilities, compliance protocols, workflows and standards in ways that promote its strategies and are financially sustainable in the long term.

The CPO will be an executive with experience in IDD or associated fields who is adept at leading and inspiring teams to deliver quality services to clients. The CPO will have a track record of building strong, positive relationships, both internally and with external partners, while in the process embracing a culturally diverse client base and workforce. The CPO must strive to serve all those with IDD regardless of their means, identity or personal situation. Even when this ideal cannot be reached for now, the CPO and their team must keep reaching for it.

Ongoing responsibilities include:

#### PROGRAM LEADERSHIP

- Become thoroughly familiar with the agency's history and culture, programs and services, and current systems and processes; be a key thought partner and advisor to the CEO and the Executive Team on program matters; foster a culture of collaboration, transparency, kindness, open communication and dynamism; be a champion for equity.
- Manage agency programs consistent with the organization's mission, clinical framework, culture, compliance regiment, and all applicable regulatory and legal requirements; review and understand grant contracts in order to meet deliverables and set process standards so there are no gaps in funding and service delivery.
- Ensure the service portfolio is effective, rational and cost-efficient with lean and efficient workflows supported by funding streams; grow, modify and manage a portfolio of services that maximizes the agency's impact; ensure programs are aligned with and reflect the mission, vision, values and goals of Lifehouse.
- Analyze program and staff performance; recommend realignment, innovation or expansion as needed; ensure programs are responsive to individual needs and are executed in accordance with best practices in the IDD field.
- Provide for ongoing training and support to ensure staff at all levels effectively use evidence-based best practices and technology tools.

- Build professional, collaborative external relationships; maintain a visible presence with regional centers, nonprofit organizations and other stakeholders; participate in system-wide committees and groups to advocate and advance systemic change.
- In collaboration with the Human Resources Director, hire, evaluate, develop and retain staff; ensure that staffing is appropriate to meet the organization's program and service goals; leverage the expertise of the team to create a culture of shared information, good communication, continuous learning & improvement, and responsibility & accountability.
- Participate in long-range planning, policy and strategy development.

#### TEAM MANAGEMENT

- Lead and manage Directors and Senior Managers who run day-to-day program operations; provide for solid workflows, execution excellence and accountability for efficiently achieving goals and desired outcomes.
- Create an environment that inspires and motivates; demonstrate problem solving and conflict resolution that is always focused on the welfare of clients and respect for staff.
- Set team objectives and hold people accountable for process excellence and client outcomes; mentor and develop individuals, helping them to be proactive and to achieve excellence in all aspects of their work; ensure that input and feedback from program team is used to inform Lifehouse decisions and strategies.
- Provide for staff development, training and career advancement opportunities; identify the skills to be further developed; continually improve the organization's communications, workflows, culture, support infrastructure and services.

#### FINANCIAL MANAGEMENT

- Act as an effective steward of Lifehouse financial resources; plan for and understand implications of contract funding with the Regional Centers; develop annual operating plans and oversee program and service budgets to ensure appropriate allocation of program funding and implementation of controls.
- Evaluate new clients and services to assure alignment with the organization's mission and ability to serve; partner with Finance and Program Directors to ensure government funding adequately covers the cost of care and that new clients can be sustainably served over the long term.
- Monitor high-cost programs and develop strategies to close funding gaps, including by restructuring services, securing supplemental revenue, and exiting clients to be served by other organizations with different capabilities.
- Assure timely billing and revenue capture across programs; monitor Schedules of Support (SOS) and Purchase of Services (POS) documentation to ensure contract compliance and timely renewals; work with the Director of Systems and Billing Revenue to ensure service delivery aligns with billing cycles.
- Report on program initiatives and activities to CEO, Board of Directors and Executive Team.

#### REGULATORY COMPLIANCE & QUALITY ASSURANCE

- Ensure compliance with regulations from the California Department of Developmental Services (DDS), Community Care Licensing (CCL), California Department of Public Health (CDPH) and Regional Centers.

- Oversee systems for internal audits, incident review and continuous improvement in partnership with the Quality Assurance team.
- Champion health, safety and quality standards across all programs.

## **QUALIFICATIONS**

The Chief Programs Officer should possess the following:

- A passion for Lifehouse's mission of service to IDD clients and their families.
- Minimum 5 years of senior leadership experience in the IDD or human services field; Master's degree in Social Work, Public Administration, Nonprofit Management, Psychology or related field is preferred; experience and familiarity with the Regional Center-type funding and compliance model is preferred; experience working with Marin County service providers and agencies would be advantageous but isn't required.
- A proven track record of managing complex programs and teams composed of individuals with different backgrounds, cultures and sensibilities.
- Knowledge of IDD service delivery practices, including standards of care, compliance, policies, safety, resources and associated trends related to providing excellent services.
- Good business and financial acumen, along with knowledge of associated workflows and systems.
- Excellent verbal and written communication skills that demonstrate capacity to present a compelling case and to promote engagement and excitement while incorporating creativity and ensuring accuracy; a good listener and strategist; comfortable receiving input from many sources and able to analyze and formulate disparate information into sound, well-organized plans.
- A team builder who is direct yet tactful and respectful of others' concerns; someone with the flexibility to find alternative ways to reach objectives when barriers arise; a skilled and emotionally mature negotiator who seeks and nurtures win-win situations; a hard worker with a high energy level; a "doer" willing to work hands-on in developing and executing a variety of activities.

## **COMPENSATION**

The salary range for this position is \$180,000 - \$210,000.

***Lifehouse is an Equal Opportunity Employer.***

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