



ROLE DESCRIPTION

Role: Chief Program Officer

DEPARTMENT: Executive Management

REPORTS TO: President City Gospel Mission

CLASSIFICATION/ STATUS: Full-Time Exempt

DIRECT REPORTS: EVP Homeless Services, VP Residential Recovery Support Services, VP Employment Network, VP Youth Programs & Services, VP Development, Chief HR & Talent Development

WORK LOCATION: 1805 Dalton Avenue, Cincinnati, Ohio 45214

ORGANIZATIONAL OVERVIEW: City Gospel Mission has served under-resourced individuals and families in the Greater Cincinnati region for more than a century. We provide transformational programs focused on food & shelter, recovery support, employment assistance, youth programs and services that enable long-term life change for participants. We partner with donors, volunteers, churches and the community at large to provide restoration and lasting hope.

As part of our continued growth and regional collaboration, Hope House Mission in Middletown, Ohio will fully merge with City Gospel Mission on January 1, 2027. This integration will expand our ability to serve the Northern Cincinnati and Mid-Miami Valley communities.

POSITION SUMMARY:

This senior executive serves as the organization's chief operating executive for ministry programs, translating the President's strategic vision into measurable operational results across all program areas. The Chief Program Officer (CPO) provides executive leadership for the daily operation, integration, evaluation, and continuous improvement of City Gospel Mission's ministry programs while advancing organizational alignment, measurable mission outcomes, and the Poverty to Prosperity strategy. The CPO ensures every ministry—from shelter and recovery to employment, youth development, and administrative support—operates with excellence, accountability, compassion, and Christ-centered service. Working in close partnership with the President, who focuses on vision, governance, fundraising, and external relationships, the CPO leads organizational execution and ministry operations.

MAJOR POSITION RESPONSIBILITIES:

The Chief Program Officer functions as the President's principal executive partner for organizational execution, providing enterprise-wide leadership for program operations, organizational performance, quality improvement, strategic implementation, and leadership development. This includes, but is not limited to:

1. Conducting the work of leading in a way that is consistent with the ministry's core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for ourselves and participants in our programs.

2. Translating the President's vision into measurable operational objectives and leading the execution of organizational strategic initiatives.
3. Building and sustaining a high-performing executive leadership team through intentional coaching, performance management, leadership development, succession planning, and accountability, ensuring the organization has the leadership capacity to achieve its mission today and into the future.
4. Delivering measurable program outcomes by implementing evidence-based practices, demonstrating Christ-centered compassion, and optimizing operational efficiency and stewardship of resources.
5. Leading program evaluation and performance management by establishing KPIs, executive dashboards, and reporting systems that measure program participation, shelter utilization, recovery completion, employment placement, housing stability, youth engagement, client satisfaction, and spiritual growth to inform strategic decisions, improve organizational performance, and demonstrate mission impact.
6. Providing executive oversight of operational consistency, policy compliance, budget accountability, program integration, safety, risk management, and client-centered service delivery.
7. Facilitating seamless participant progression from crisis intervention to stability, self-sufficiency, and long-term independence.
8. Praying regularly for participants, employees, and volunteers, at CGM and HHM. Our organization values the power of prayer and encourages employees to pray. Spiritual growth is encouraged but not forced on residents. We believe praying for our clients has a positive impact on participants, employees, partners and volunteers.
9. Representing the organization with churches, community partners, government agencies, foundations, and other stakeholders as delegated by the President.

PERSONAL REQUIREMENTS:

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion to see men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and Bible study.
4. Agree with and sign the Statement of Faith of City Gospel Mission.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.
6. Represent the moral standards of City Gospel Mission whether at work or outside of work, including social media communications and interactions with people that demonstrate godly character.
7. Must pass background check and drug screening.

PHYSICAL REQUIREMENTS:

1. The person in this position frequently communicates with participants, employees and volunteers. She/he must be able to exchange clear and accurate written and verbal information in these situations.

2. Is able to move, function, drive and travel to CGM facilities locations as needed.
3. Role requires ascending/descending stairs, lifting or moving up to 25 pounds of office equipment or furnishings in an office and residential setting.
4. Ability to soundly analyze information, ability to visually review written information, ability to listen and verbally communicate by phone.

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1. Bachelor's Degree is required. Master's Degree in, Business Administration, Organizational Leadership, Nonprofit Management, Social Work, Counseling, Public Health Administration, is preferred. Ministerial Leadership would be helpful.
2. 10 years progressive leadership experience, 7 years supervising senior leaders
3. Experience leading multi-site or multi-program organizations, managing large budgets, and strategic planning.
4. Experience working in industries related to Rescue Missions, Homeless Services, Faith-Based Organizations, Recovery SUD Organizations, Workforce Development preferred
5. Intermediate to advanced experience is using Word, Excel, Google Suite, and project management skills.
6. Ability to clearly and effectively communicate orally and in writing, both internally and externally.
7. Cultural competency with a strong commitment to equity.
8. Significant and effective experience managing direct reports and teams.
9. Ability to evaluate and improve systems, processes, data, personnel and make successful adjustments when objectives are not being met.
10. Can positively influence and inspire others.

CORE COMPETENCIES:

1. Servant leadership grounded in Christian faith.
2. Strong interpersonal, communication, and conflict-resolution skills.
3. Strategic thinking, organizational management, and attention to detail.
4. Cultural humility, trauma-informed, and person-centered approach.
5. Fundraising, public speaking, and community networking abilities.

WORKING CONDITIONS:

1. On-site presence with flexibility for evenings/weekends for resident support, events, and community engagement.
2. Ability to respond to crises and occasional travel to partner sites / meetings.
3. As with all CGM staff members, the person in this role will complete other work-related duties as assigned.

COMPENSATION & BENEFITS:

Competitive salary commensurate with experience.

Benefits: health insurance, retirement plan, paid time off.