



Chief Program & Equity Officer, University Settlement

Position Summary

The Chief Program & Equity Officer (CPEO), reporting to the Chief Executive Officer, will oversee University Settlement's program quality, compliance, growth, and cross-departmental collaboration. The CPEO will be positioned to lead organizational strategy and discussion around diversity, equity, inclusion, and belonging (DEIB). As a member of the Executive Team (along with colleagues leading External Relations, Finance & Administration, and the People Department), the CPEO will help guide organizational strategy, culture, and commitment to excellence.

The CPEO will directly supervise and be a thought partner to four Associate Executive Directors (Early Childhood; Youth, Community, & Arts; Adult, Arts, & Advocacy; and Mental Health & Wellness), as well as the Director of Compliance. In all, University Settlement's programs span more than 30 sites on the Lower East Side of Manhattan and Brooklyn, employing 390+ full-time and 290+ part-time/seasonal staff, and partnering with more than 40,000 New Yorkers. This position is a hybrid role, four days per week in person, with interborough travel.

The ideal candidate will bring:

- Progressive program leadership experience in a multi-site social service organization serving a diverse population from various cultures and backgrounds in an urban setting.
- Demonstrated ability to balance long-term strategic vision with daily operational issues, setting priorities, and managing projects.
- Deep social justice values and competencies including a belief in diversity, equity, inclusion and belonging; fluency with related concepts like racial equity, intersectionality, and systemic discrimination; and the ability to raise, lead, and facilitate complex conversations about inequity and implement organizational responses.
- Demonstrated experience managing and planning program budgets.
- Experience as a collaborative manager with the ability to attract and nurture high-performing talent.
- Experience facilitating collaboration and partnership between programs and the administrative functions of human resources, finance, and development.
- Enthusiastic leadership and the ability to promote and sustain a positive work culture among a diverse staff and to encourage teamwork and collaboration.
- Commitment as a consensus builder with an inclusive style who has experience in strategic decision-making.
- Excellent written and oral communication skills and the ability to address a variety of diverse audiences.
- Experience developing, operating, and evaluating programs as well as a commitment to using best practices and data feedback to shape innovative program models.
- Proven leadership as a change agent with the ability to maintain balance and perspective, and a proactive "can do" attitude that can motivate others.
- Enthusiasm for engaging with Board Members and other relevant stakeholders as thought partners.

Primary Responsibilities:

Leadership: Program and Strategy

- Partner with the CEO and AEDs to develop a programmatic vision.
- Provide oversight of University Settlement's programs, including program compliance and quality assurance.
- Develop mechanisms for consulting, technical assistance, and program model sharing of best practices.
- Represent and lead University Settlement's advocacy and program agenda with government, nonprofit, and advocacy organizations.
- Ensure that the agency is well positioned to develop, identify, and implement new programs that address critical needs and aspirations in our communities; know whom the agency is serving, how its programs are structured and funded, how money is being spent, and what it costs to deliver high-quality services efficiently.

Management and Operational Excellence

- Lead, manage, and mentor University Settlement program staff including direct supervision of senior staff; harness staff potential across all levels by delegating with accountability and developing a talent ladder to promote internally.
- In partnership with Finance & Administration and the People Department, promote organizational collaboration, accountability, and fiscal stability.

Advocacy, Field Leadership, and Community

- In partnership with the Director of Advocacy, help staff be advocacy leaders in their respective fields.
- Understand how the organization measures programmatic trends and opportunities; support the Director of Data and Learning's efforts to track and disseminate information about impact.
- Position University Settlement as a program pacesetter relied on by media outlets for coverage on issues facing University Settlement population including issues related to public policy, social justice, and advocacy.

Organizational Culture

- Build a strong organizational culture that aligns with University Settlement's values and successful implementation of those values at all levels of the organization.
- Champion University Settlement's DEIB commitment and programming across all levels of program, staff development, and operations.
- Establish an emotional connection, sense of psychological safety, and environment of trauma-informed care for employees, executive leadership, and the organization as whole.

About University Settlement

University Settlement (US) partners with 40,000 New Yorkers on the Lower East Side and in Brooklyn every year to build on their strengths as they achieve healthy, stable, and remarkable lives. For over 135 years, US has collaborated with its neighbors to pioneer highly effective programs that fight poverty and systemic inequality. Established in 1886 as the first Settlement House in the United States, US brings the values of that movement into the 21st century by meeting New Yorkers where they live, listening deeply to all perspectives, engaging with every individual holistically, and creating space for people to organize. Joining together with its neighbors to advocate for justice and equality, combined with delivering comprehensive, high impact direct services, US helps build community strength. US works with New Yorkers of all ages. US infuses a commitment to civic engagement, equity, and communal action into each of its programs, which include early childhood education, mental health and wellness, benefits assistance and eviction prevention, adult literacy and education, healthy aging, community, and recreation centers, performing and visual arts, and youth development.

Compensation and Benefits

The first-year salary range for this position is \$195,000 to \$205,000, with -comprehensive health insurance, and a generous benefit package including 4 weeks' vacation as well as generous holiday and sick time, and an employer match to a 403b retirement plan.

Staff Vaccination Policy

To help maintain the health and safety of the University Settlement community, all staff are required to be up-to-date with vaccinations against COVID-19. As part of an offer of employment, the final candidate is required to be vaccinated as a condition of employment, unless an exemption applies.

To Apply

University Settlement has engaged Schall & Russo Planning Works, LLC to assist with this search. Interested candidates should email (noting "US CPEO" in the subject line) a thoughtful cover letter and resume, in confidence, to: Steven Schall, Schall & Russo Planning Works, sschall@schallrusso.com

University Settlement is committed to building a diverse and inclusive community. University Settlement supports a broadly diverse team who will contribute to our organization. University Settlement is an equal employment opportunity for all regardless of race, color, citizenship, religion, national origin, sex, sexual orientation, gender identity or expression, age, disability, veteran or reservist status, or any other category protected by federal, state, or local law.