

Central Massachusetts Housing Alliance Seeks Chief Program Officer

About CMHA

Since its inception in 1984, [Central Massachusetts Housing Alliance \(“CMHA”\)](#) has been more than an organization dedicated to addressing homelessness – it is a force for change, a beacon of hope, and a catalyst for lasting impact. At the heart of CMHA's mission is a commitment that goes beyond the provision of services; it is a relentless pursuit of understanding and tackling the root causes of homelessness to pave the way for a future where such services are no longer desperately needed. Guided by a visionary approach, CMHA spearheads a collaborative response to homelessness across five focus areas and an array of [impactful programs](#).

- **[Planning and Convening](#)**: CMHA prides itself on taking a data-driven approach to inform stakeholders across Worcester County on the impacts of homelessness for all populations. CMHA convenes local, state, and federal partners to develop and implement plans that will end homelessness.
- **[Prevention](#)**: CMHA believes in nipping challenges in the bud. Through early intervention that encompasses counseling, mediation, and targeted financial assistance, CMHA ensures that minor setbacks do not escalate into full-blown housing crises.
- **[Homelessness Transition](#)**: As individuals strive to regain stability, CMHA provides a comprehensive support system. Access to education, employment, and various other programs contributes to long-term housing and economic stability.
- **[Shelter and Safety Net](#)**: Recognizing the urgency, CMHA offers critical emergency shelter for families experiencing homelessness. Simultaneously, safety net programs provide ongoing assistance, guiding individuals toward the path of reclaiming their homes.
- **[Public Education and Advocacy](#)**: Rooted in the belief that learning from the experiences of those served is paramount, CMHA engages in public education and advocacy efforts. This serves as the foundation for fostering long-term local, state, and federal policy change in prevention, shelter, and safety net initiatives, moving beyond homelessness, and raising awareness on a broader scale.

Headquartered in Worcester, MA, and serving throughout central Massachusetts, CMHA employs approximately 180 dedicated staff with an enduring commitment to eradicating the cause of homelessness, many with substantial tenures at the organization. Operating on a \$40 million annual budget, CMHA is governed by an active 15-member Board of Directors comprising community and business leaders deeply impassioned by CMHA's mission.

Opportunity Going Forward

CMHA is at a transformational moment—growing rapidly in size, scope, and impact, while staying deeply rooted in its mission to end homelessness. With an exceptional leadership team at the helm and a bold new strategic plan on the verge of implementation, CMHA is a place where innovation, service, and impact come together. The organization has tripled in staff in the past few years, and its budget has grown from \$15M to \$42M. The environment at CMHA is fast-paced, collaborative, supportive, and purpose-driven, attracting individuals who want to grow, lead, and be part of a movement to end homelessness.

CMHA currently offers multi-faceted programming, organized into four divisions:

- **Continuum of Care**, including Homeless Management Information System (HMIS), Housing Navigation Services, Coordinated Entry, and Planning/Convening
- **Prevention**, including Housing Counseling, Rental Assistance, and Elder Home Repair
- **Stabilization**, including HomeBase and Donations ClearingHouse

- **Family Shelter**

The organization seeks **its first-ever Chief Program Officer** to oversee these programs and articulate, implement, and operationalize the strategic vision, mission, and goals of CMHA. The Chief Program Officer (CPO) will serve on the senior leadership team and will enjoy a strong partnership with the organization's CEO, Leah Bradley, who is deeply respected by both the CMHA staff and board, as well as external stakeholders in the field. Key priorities for the CPO include:

- Ensure all programs operate at high levels of responsiveness, quality, and efficiency.
- Establish goals and impact measures for each program in alignment with the new strategic plan.
- Supervise three program Vice Presidents by modeling effective management and fostering their professional development.
- Assist Vice Presidents with program development, scaling, and ongoing innovation, including troubleshooting programmatic and staffing issues as needed.
- Oversee the creation and roll-out of the programmatic components of near-term innovations that emerged from the new strategic plan, including:
 - A day resource center for homeless individuals in Worcester
 - Medicaid billing
- Serve as a critical thinking partner to the CEO, ensuring she and the Board have timely, accurate programmatic data and information to guide key decisions.
- Collaborate with the data team to develop, implement, and maintain efficient and accurate systems that track in-depth outcomes data and service delivery effectiveness.
- Envision and implement adaptations to service delivery that enhance funding diversification and outcomes.
- Maintain and develop key external relationships that support CMHA's mission and strategy.
- Advocate for CMHA's mission and work at external meetings and coalitions.
- Serve as a thought and practice leader on issues related to homelessness; stay updated on related trends, including those concerning equity, disparity reduction, policy, and affordable housing.
- Engage with Board members via meetings and committees to ensure they are well-versed on CMHA's programs/impact and to leverage their expertise in pursuit of the organization's mission.
- Lead internal collaboration between the program department and Development, Finance, and Operations.

Profile of the Ideal Candidate

Credentials:

- At least eight years of leadership experience in a nonprofit agency overseeing multiple programs and/or contracts in the homelessness field.
- Proven track record of successfully growing programs in a multi-site, outcomes-based organization.
- Prior experience serving diverse communities akin to those served by CMHA.
- Bachelor's degree required; Master's degree preferred.
- Bilingual English/Spanish preferred.

Skills and Qualities:

- Strategic thinker who can translate big-picture vision into clear goals, systems, and day-to-day operations.
- Proven experience leading high-performing, multi-disciplinary teams with a collaborative, inclusive, and mission-aligned leadership style.

- Demonstrated ability to manage and mentor staff across diverse programs, fostering accountability, cohesion, and trust.
- Able to manage complex, fast-paced environments with shifting priorities, urgent needs, and long-term planning.
- Skilled in crisis response, conflict resolution, and building strong trauma-informed teams and systems.
- Creative, entrepreneurial thinker with strong problem-solving skills and an ability to address the programmatic challenges of today while building systems that prevent them from recurring.
- Proven experience managing teams through significant periods of growth and change.
- Comfortable partnering closely with a fast-moving, visionary CEO—proactive in surfacing key insights and offering and receiving honest feedback.
- Exceptional verbal and written communication skills across a wide range of internal and external stakeholders.
- Adept at navigating state and federal contracts, funding streams, and compliance frameworks.
- High emotional intelligence, empathy, and active listening skills.
- Strong analytical and organizational skills, including the use of data for decision-making, quality improvement, and strategic planning.

Compensation, Benefits and Work Schedule:

This is a full-time, salaried, exempt position with a starting salary range of \$135,000 to \$150,000, commensurate with experience and qualifications. CMHA offers a competitive benefit package including voluntary health/dental/vision/ long-term disability insurance, employer-paid life insurance/ADD, Employee Assistance Program, 403B with match, and vacation, sick, and personal time.

The work schedule for this role is Monday through Friday from 9:00 a.m. to 5:00 p.m. ET, although hours may vary for required meetings and events. The CPO will work from CMHA's office at 6 Institute Road in Worcester with some flexibility for at-home work. The CPO will also travel to other CMHA offices/sites in Central Massachusetts.

Application Process and Additional Information

CMHA is an equal opportunity employer.

Candidates must include a resume and a cover letter that describes how their qualifications and experience match the needs and mission of CMHA. If taking the job would require a candidate to move to Central Massachusetts, s/he/they should mention why that is a good fit for them at this time. Applications will be accepted until the position has been filled. Upload required documents to:

<https://eostransitions.applicantpool.com/jobs/>

Eos Transition Partners consultant Erin Cox is managing this search. All submissions will be acknowledged and are confidential. Any questions can be submitted to Erin at ecox@eostransitions.com.