



Chief Program Officer Position Profile



Search Performed by:
Hagel Executive Search
www.hagelsearch.com
253.572.2439

Headquartered in Tacoma, WA, the Metropolitan Development Council (MDC) is seeking a Chief Program Officer to lead the agency's programs to its next level of success. MDC is an exciting, vital community resource for Tacoma and Pierce County. Providing more than 40 programs through 200+ employees and a \$25,000,000 budget, MDC is the safety net of wrap-around behavioral health, substance abuse, homeless services and housing programs serving the most challenged individuals and families in the Tacoma area.



MISSION

To educate our community to change the perception of poverty and deliver innovative services that equip individuals and families to thrive.

VISION

We envision an equitable community with engaged individuals, working together to improve the health and well-being of all community members. We want a safe place to live, to raise a family, and to find meaning and purpose in our daily lives.

More About MDC

Founded in 1964 as a Community Action Agency

MDC is a strategic partner with schools, local hospitals, cultural venues, colleges and universities, non-profits, and local governments. It reaches out to the full community, foundations, businesses, organizations, and individuals to help diversify needed support so the organization can continue to provide critical services to the community.



and a commitment to continuous process improvement within our organization, as well as each of our 40 programs.

Continuing economic struggles for many in Tacoma's low income communities requires a joint effort to sustain what has been accomplished and continue to grow. MDC is responding to this challenge with new board and staff leadership, investment in staff training and development, a leaner management structure, greater volunteer involvement

MDC provides services focused on improving the health and well-being of very low income individuals and families.

<https://mdc-hope.org>



VALUES

Excellence: We are committed to delivering the highest quality service and responding to the needs of our community.

Integrity: We are committed to serve as stewards of community resources and demonstrate ethical, honest and trustworthy behavior in all our actions.

Human Potential: We value the hope and promise of every individual and believe in everyone's ability to succeed.

Inclusion: We value diversity and individuals working together.

Equity: We are committed to being fair and ensuring people have access to the same opportunities.

MDC PROGRAM AREAS

HEALTH

MDC offers healthcare services for economically disadvantaged and homeless members of the community.

Untreated medical conditions can lead to unemployment, homelessness, and despair. Once medical needs are met, individuals can begin to fulfill their personal goals of housing, employment, and education as they work toward self-sufficiency. MDC offers a wide range of wrap-around services that address specific needs of homeless and low-income families and individuals.

Healthcare programs and centers supported by MDC include:

- Tacoma Detoxification Center
- The Center for Substance Abuse Recovery
- MDC Behavioral Health and Recovery program
- DUI Alternative Detention
- Co-Occurring program

EDUCATION

MDC Education programs help students from low-income, first-generation families graduate from high school and prepare for college.

MDC Educational Talent Search (ETS) is an early intervention college preparation program that assists students in grades 6 through 12 to understand their educational opportunities and potential.

The Educational Opportunity Center (EOC) provides free educational support to adults in the following areas: educational planning, career advising and exploration, assistance with financial aid forms and college applications, and student loan default advocacy.

EMPLOYMENT

MDC Employment services help people overcome barriers to employment; provide opportunities for career development, training, and gaining or retaining career track employment.

The Educational Opportunity Center assists adults from all income levels with free employment training and coaching.

Childcare Food Program: Offered by MDC ensures proper nutrition for all children enrolled in licensed in-home daycares.

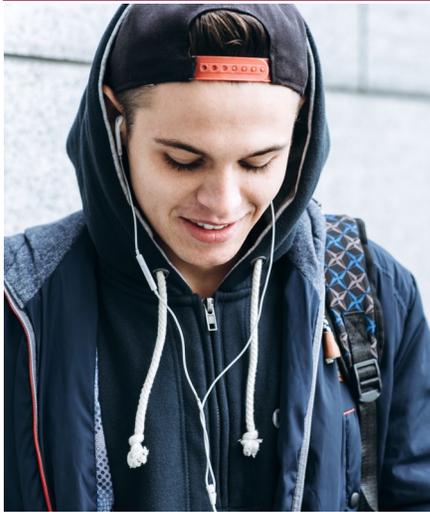
HOUSING & COMMUNITY SERVICES

MDC owns and manages 340 units of housing in four service models for low-income and homeless families and individuals throughout Pierce County.

Designed for qualifying low-income residents within the city limits of Tacoma, the Weatherization Assistance Program provides access to services that will improve energy conservation, including insulation and furnace repairs. In addition, the Energy Assistance Program provides a one-time per program-year grant to assist eligible low-income households with heating costs.

COMPENSATION & BENEFITS

A excellent compensation and benefit package will be provided for the right candidate with the right skills, background and track record.



AUTHORITY & REPORTING

The Chief Program Officer (CPO) will serve as a critical member of the Executive Leadership Team. In collaboration with the CEO, the CPO will articulate and implement the strategic vision and leadership of the agency's programming; oversee a significant portfolio of programs and related services; evaluate the effectiveness of programs to provide ongoing feedback; help to promote and diversify funding through effective resource stewardship at an agency with a mix of government funding and private philanthropic support; partner with Marketing and Communications to raise the agency's profile through external communications; provide mentoring, guidance, supervision, and professional development to all program staff; and enhance the structure of the organization by staying abreast of developments in programs that serve people who are experiencing mental health, substance abuse, homelessness, low income and other challenges in their lives.

The CPO will lead and manage a program portfolio that includes: Community Resources; Case Management, Facilities and Property Management; Health; Education; and Employment. As noted earlier, there are more than 40 individual programs within the portfolio areas.

WORKING RELATIONSHIPS

- MDC'S Chief Executive Officer
- MDC Board of Directors
- MDC Executive Leadership Team
- MDC Program Managers and Staff
- MDC clients and program participants
- CEOs and leadership of partner organizations
- City of Tacoma elected and staff officials
- Pierce County elected and staff officials
- Private sector funders
- Community collaborators and partners

DESIRED QUALIFICATIONS

- Bachelor's degree minimum; Master's degree in a relevant field strongly preferred
- A minimum of eight years leadership experience in a nonprofit, government, or philanthropic organization, overseeing multiple programs. Ideally at an organization serving low-income communities
- Demonstrated experience in developing and implementing innovative programs
- Progressive, and able to lead change with a look to the future
- Demonstrated success in process improvement and implementation of best practices
- Passion for MDC's mission and purpose and an ability to communicate this passion to others
- Demonstrated experience managing a high-performing team in a multi-site structure to include professional development and mentorship
- Comprehensive working knowledge of program planning, organizational structure, budgeting, administrative operations, and fundraising
- Expertise in one or more of the five MDC program areas
- Demonstrated ability to analyze and compile complex data for planning and reporting purposes
- Excellent communication skills, both written and oral, with the ability to represent the organization externally across a wide range of stakeholders and constituencies
- Strong relationship builder with the ability find common ground, build consensus and strengthen collaboration among diverse stakeholders
- Strong community awareness and astuteness
- Ability to successfully navigate in a fast-paced, outcomes-driven and entrepreneurial environment
- Demonstrated commitment to the values and practices of diversity, inclusiveness and equity



LIVING & WORKING IN TACOMA, WA

Metropolitan Development Council (MDC) is located in beautiful Tacoma, WA. Surrounded by mountains and water, the Pacific Northwest features picture-perfect views and abundant recreational opportunities year-round. Drawing families to its charming neighborhoods with big city amenities, true urbanites are drawn to downtown Tacoma for its living spaces with sweeping mountain, city and water views. Environmentally progressive, tech-savvy, artistic, festive and surrounded by water and stunning mountain views, this unique, vibrant and personality-rich city will delight each of your senses.

Tacoma and the Pierce County area is a great place to live, visit and do business. The area is home to a diverse population of nearly 800,000 people. Whether you're looking for economic opportunity, cultural events or educational excellence, you'll find it—and much more—in Tacoma.

The city is also home to nationally known educational institutions such as the University of Washington Tacoma, the University of Puget Sound, Evergreen State College Tacoma campus, local community and technical colleges, and nearby Pacific Lutheran University. Many globally-recognized organizations are headquartered or have major facilities in the Northwest including: Boeing, Microsoft, Google, Amazon, Facebook, State Farm Insurance, BNY Mellon, Columbia Bank, Key Bank and many others. The entire Tacoma waterfront and Point Defiance Zoo and Aquarium are undeniably highlights to individuals and families living or visiting the area. Just a quick 30 minute drive to Seattle will allow you to root on national sports teams such as the Seattle Seahawks, Seattle Mariners Baseball Club, Sounders FC, Seattle Storm WNBA and the Thunderbirds hockey team.

Although the Pacific Northwest is known for its rain, Tacoma actually is far from one of the wettest cities in the United States. Rain jokes aside, Tacoma boasts gorgeous mid-70 to 80 degree summers. Mild winters occasionally see a few days of snow. Within about 45 minutes you can reach the perfect destination for snow and water sports, plus golf, hiking and camping.

For more information on living in Tacoma go to www.cityoftacoma.org.



TIMING AND APPLICATION

APPLICATION AND SELECTION PROCESS

This position is open until filled. It is hoped to complete the selection process very early in 2019. It is wise to apply early if possible because additional application materials may be sought.

To register as a candidate or view more information, please go to:

<http://www.hagelsearch.com/mdccpo>

All submissions will be acknowledged and will be held in strict confidence. Finalists for the position will be required to participate in a behavioral and critical thinking assessment. These assessments, delivered in two separate sessions, are web-based, take about 45 minutes each, and help match the candidate's traits with the desired traits detailed above. All results are held strictly confidential.

Contact Information

For further information please contact: Frank Hagel (253) 572-2439 x304 or Marcia Walker (253) 572-2439 x310. Or email: frank@hagel.net or marcia@hagel.net. DO NOT submit your application to these email addresses.



EQUAL OPPORTUNITY

MDC is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, religion, creed, age, marital status, veteran status, sexual orientation, gender identity, disability, or other classifications protected by applicable laws. MDC's organizational values include "inclusion" and "equity." As such, MDC actively seeks and strongly encourages applicants with diverse backgrounds and experiences to apply.