CORNERSTONE EXECUTIVE SEARCH

Cornerstone Executive Search has been exclusively retained by Catholic Charities of Kansas City – St. Joseph to conduct their search for a Chief Programs Officer.

CATHOLIC CHARITIES
KANSAS CITY - ST. JOSEPH, MO

CHIEF PROGRAMS OFFICER

Catholic Charities of Kansas City – St. Joseph

Fast Facts

- **Service Area:** 27 counties of northwest Missouri, with offices in the Kansas City metro area and St. Joseph, and a food pantry in the Kansas City office.
- **Location (Headquarters):** 8001 Longview Road Kansas City, MO 64134
- **Reports to:** Chief Executive Officer, serving as second in command
- **Primary Scope:** Executive leadership overseeing all program services, financial performance and organizational accountability of 6 direct reports and 50 indirect reports

The Organization

Founded in 1879 when Father Bernard Donnelly established Mount St. Bernard's Orphanage in Kansas City, Catholic Charities of Kansas City–St. Joseph has a longstanding tradition of compassionate care and social service. The organization helps people at risk create a pathway out of poverty by addressing immediate crises, building stability, and supporting dignity and self-reliance.

As the social service arm of the Catholic Diocese of Kansas City–St. Joseph, Catholic Charities is guided by Catholic beliefs and Catholic Social and Moral Teachings. Its values—Hope/Faith, Trust, Commitment, and Collaboration—shape how staff serve clients, work together, and lead. Mission: Helping people move to a better life through hope-filled care, services, and advocacy; calling all those of goodwill to join us.

Vision: By lifting people in need to the dignity of self-reliance, and encouraging others to help, our communities will become one human family.

The Opportunity

The Chief Programs Officer will lead the services at the heart of Catholic Charities' mission. Working closely with the CEO and Executive Team, this leader will translate strategic priorities into effective programs, develop program leaders, and strengthen the organization's ability to serve people in need.

The Position

Reporting directly to the CEO and serving as second in command, the CPO provides leadership, management, and vision for program operations. The role oversees service delivery, staff development, program quality, compliance, budgets, and outcomes while supporting the organization's mission and financial objectives. Primarily internally focused, this leader strengthens connections across programs and builds staff relationships and engagement to support organizational change.

The Ideal Candidate

The ideal candidate combines strong program and organizational leadership with compassion, sound financial judgment, and a commitment to Catholic Social and Moral Teachings. This person develops others, builds accountability, and remains personally engaged with clients and staff while leading strategic and operational improvement.

Key Responsibilities

Executive Leadership and Catholic Mission

- Provide organizational leadership that forms staff, volunteers, and clients and advances the Agency's Catholic culture, identity, and mission.
- Collaborate with the CEO and executive staff to develop and implement short-term, long-term, and strategic plans, priorities, goals, and policies.
- Uphold Catholic beliefs, doctrine, and Catholic Social and Moral Teachings; counsel program staff to ensure their work and public representation align with these expectations.
- Lead management meetings, participate on the Executive Team, and attend meetings to update the Board of Directors on organizational projects.
- Lead in alignment with the CEO to support the sustainability and vitality of the mission; represent program services publicly as appropriate.

Program Operations and Service Quality

- Lead the development and delivery of services that address the Agency's priorities and goals, identifying new opportunities to serve people who are poor, vulnerable, and marginalized.
- Assess program design and lead organizational redesign to integrate siloed services around client needs.
- Develop unified systems that connect service quality, funding streams, reimbursement, compliance, analysis, and client self-service capabilities to support financial stability
- Ensure appropriate techniques and standards are used throughout programs and service delivery.
- Continually assess program effectiveness, benchmark against other social service providers, and improve processes that help people move out of poverty, reduce operating costs, and make case managers' work easier.

- Analyze program statistics to evaluate service outputs, outcomes, and impact; monitor progress toward goals and implement adjustments and improvements. Present reports to the CEO and BOD.
- Ensure compliance with licensing, accreditation, state and federal standards, and other regulatory and professional requirements.

People Leadership and Culture

- Manage program directors and program staff; develop direct reports, particularly directors, to meet or exceed performance expectations.
- Coach leaders and establish accountability for ambitious but achievable team goals.
- Build a collaborative environment that promotes diversity and full inclusion, celebrates religious symbols and practices, values work-life order, and encourages participatory strategic planning.
- Respect and cultivate others' talents, resolve conflict constructively, and model compassion, integrity, fairness, transparency, and dignity and respect for every person.
- Implement training and professional development opportunities that strengthen staff skills, reinforce best practices, and improve program delivery.
- Promote and adhere to Catholic Charities' mission, values, and Code of Ethics.

Financial Stewardship and Funding

- Work with the Vice President of Finance and other directors to develop and oversee budgets and meet financial responsibilities.
- Partner with the grants team to develop new and diverse sources of funding for program services.
- Monitor program expenditures and outcomes to ensure alignment with funding requirements and organizational goals.

Visible Client and Community Engagement

- Serve a minimum of one hour per week in the KC Reception Center and act as a lead care officer through direct contact with clients, program partners, and staff.
- Maintain a visible, accessible leadership presence and support relationships with parishes across the 27-county service area
- Complete other duties and tasks assigned by the CEO.
- Build and sustain relationships with community stakeholders, government agencies, and other organizations to enhance program collaboration and resource sharing. Identify emerging community trends and opportunities and adjust program strategies accordingly. Represent Catholic Charities at community events and meetings to promote its mission and programs.

Qualifications

Education and Experience

- Minimum of 10 years of experience in nonprofit program management, with at least 5 years in a leadership role.
- Master's degree in social work, business administration, nonprofit management, or a related field.

Leadership and Program Expertise

- Demonstrated ability to lead and manage programs, including organizational development, strategic planning, service delivery, financial management, and personnel development.
- Solid understanding of program design and compliance with funder expectations.
- Experience with budget management and P&L responsibility
- Strong organizational, communication, interpersonal, and presentation skills.
- Analytical ability to assess and evaluate programs, solve problems, and address unanticipated issues and challenges.
- Ability to lead and motivate staff through Catholic Charities' values and work effectively both independently and as part of a team.
- Flexibility and resourcefulness in a fast-moving, ambiguous environment, with the ability to set priorities, guide investment in people and systems, and drive clarity and solutions.
- Demonstrated commitment to servant leadership and experience building teams, motivating individuals with different work styles, and developing consensus among diverse stakeholders.
- Proven track record of developing and implementing successful programs and strategies. Skilled in producing concise reports and recommendations, presenting to varied groups, and articulating an inspiring commitment to Catholic Charities' Mission, Vision, and Values.

Mission Alignment and Community Knowledge

- Ability to understand, apply, and articulate Catholic values, beliefs, and Social and Moral Teachings as they relate to program services and staff responsibilities.
- Ability to work effectively within the framework of Catholic Social and Moral Teachings.
- Knowledge of the cultural and socioeconomic characteristics of the people served and appropriate techniques and practices for those populations.
- Ability to work effectively with a diverse client base and Catholic Charities' staff.
- Knowledge of parishes within the 27-county service area and how they operate, enabling Catholic Charities to partner with them in providing services.
- The CPO must be a Catholic in good standing.

Technology Skills

- Intermediate computer proficiency to enter information, maintain program data, generate reports, and develop communications.
- Working knowledge of Outlook, Word, Excel, PowerPoint, SharePoint, and the Apricot client database/CRM system

Key Success Metrics

- Progress toward the Agency's mission, strategic priorities, and program goals.
- Effectiveness of program outputs, outcomes, and impact, supported by ongoing evaluation and improvement.
- Achievement of financial objectives, budget responsibilities, and funding requirements.
- Compliance with applicable standards and alignment with Catholic teachings.
- Development and performance of program leaders and staff.

Benefits and Work Schedule

- The benefits program includes medical, dental, and vision coverage; employer-paid short- and long-term disability; a 401(k) retirement plan with 100% employer match up to 5% of annual pay; vacation and sick leave accrual; and 10 holidays each year.
- Office hours are Monday through Thursday, 8:00 a.m. to 5:30 p.m., with offices closed on Friday.

Additional Expectations

Physical Requirements

Activity levels for this position include:

- More than two-thirds of working time: keyboard use; face-to-face and written communication; movement through the office; sitting for up to two hours; time in front of a computer or screen; and ability to see with average vision.
- One-third to two-thirds of working time: driving and/or riding in a vehicle.
- Less than one-third of working time: lifting up to 10 or 25 pounds; reaching laterally and/or above the shoulders; and stooping, kneeling, or crouching.
- Not required: lifting up to 50 or 100 pounds, or climbing or balancing.

Catholic Mission and Employment Expectations

Catholic Charities is affiliated with the Catholic Church and upholds the Church's teaching on the dignity of life from conception to natural death, together with all other Catholic Social and Moral Teachings and Catholic beliefs and doctrines.

Staff must not advise, support, encourage, or facilitate a client's pursuit of a procedure intended to terminate a pregnancy by abortion, or refer a client directly or indirectly to a resource for that purpose. Staff must not advise, support, encourage, or facilitate any program service or discussion in opposition to Catholic Social and Moral Teachings or Catholic beliefs and doctrines.

Employment is at will. Either the employer or employee may terminate employment and compensation, with or without cause or notice, at any time. This job description is not an employment contract. No oral or written statements, representations, or promises, regardless of origin or date, modify these terms. The employer may change, modify, or revoke the provisions of the job description at any time without notice.

This description is not an exhaustive list of duties, responsibilities, or qualifications. The Chief Programs Officer may be asked to complete additional tasks assigned by the CEO.

About Cornerstone Executive Search

Cornerstone Executive Search is a leading retained executive search firm that helps great companies recruit great people. For more than 40 years, our firm has excelled in serving our client companies with executive talent acquisition, leadership development and career transition services in Kansas City and across the Central Midwest region of the United States. Our firm has successfully completed more than 1,600 retained executive search assignments for C-suite, President, Vice President, Director and Management-level positions. To inquire about how Cornerstone Executive Search can serve your executive talent acquisition needs, please click here to visit our website.

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