

# Chief Program Officer

## JOB DESCRIPTION

|           |                                      |                 |              |
|-----------|--------------------------------------|-----------------|--------------|
| JOB TITLE | Chief Program Officer (CPO)          | HOURS           | Exempt       |
| LOCATION  | Remote/Hybrid (Some Travel Required) | EMPLOYMENT TYPE | W-2 Employee |

## Overview

Mayeda Consulting is a women-owned small business that provides organizational development services to government and community-based organizations. These services include consulting, staff and leadership training, strategic planning, grant writing, and more.

The Chief Program Officer (CPO) is responsible for planning, managing, developing, and implementing Mayeda Consulting's strategy. Reporting to the Chief Executive Officer as a member of the Executive Management Team, the CPO will establish the goals, impact measures, and strategic direction for the program teams at Mayeda Consulting. Additionally, the CPO will build and maintain relationships, effectively network, and regularly conduct proactive outreach to potential partners and clients.

In collaboration with the Senior Director of Operations and the Project Supervisor, the CPO will oversee all aspects of program planning, management, coordination, evaluation, and staffing across Mayeda Consulting's core services. The CPO will also lead efforts to identify and secure funding and partnership opportunities that promote organizational and client sustainability. Furthermore, the CPO will develop strategies to broaden financial support and cultivate relationships with key external stakeholders.

Mayeda Consulting is a small startup that requires flexibility as it grows and evolves. This means that each employee must contribute to our success by ensuring the success of our mission.



# Key Responsibilities

## LEADERSHIP

- Provide leadership and oversight for Programs, including the Consulting Department, ensuring effective management of teams, monitoring performance, supporting professional development, and promoting a cohesive, mission-driven culture.
- Serve as a key executive management team member, contributing to firm-wide strategic planning efforts in collaboration with the CEO and senior leadership.
- Oversee senior staff and project leads, ensuring alignment with client needs, organizational priorities, and long-term growth strategies.
- Provide inspiring leadership and responsible stewardship of Mayeda Consulting's resources by actively guiding and supporting the delivery of consulting services and solutions.
- Encourage clients, staff, and partners to provide ongoing input on consulting services, programs, and operations to promote feedback loops.
- Encourage innovative thinking and the exploration of new approaches and best practices from external sources to strengthen services and address evolving client challenges.
- Oversee and facilitate internal training and knowledge-sharing opportunities for staff to ensure continuous learning and development.
- Ensure Mayeda Consulting's practices adhere to relevant laws, professional standards, and contractual obligations.
- Ensure compliance with relevant regulations, certifications, and client requirements while identifying potential risks and developing mitigation strategies. Maintain up-to-date knowledge of industry best practices, particularly in government and community-based sectors.
- Build and sustain relationships with external stakeholders, ensuring access to necessary resources, expertise, and collaborative opportunities.
- Represent Mayeda Consulting in external meetings, forums, and strategic partnerships as needed.
- Partner with the CEO to promote the organization's work with external audiences, including community, governmental, and private sector partners.
- Foster collaboration within Mayeda Consulting and external partners to enhance programmatic effectiveness and client success.

## PROGRAM DEVELOPMENT AND OVERSIGHT



- Provide strategic and operational leadership for the planning, executing, and evaluating consulting services across client engagements.
- Guided and supported senior staff in focusing on quality, measurable outcomes, and alignment with client goals and Mayeda Consulting's mission.
- Lead the development and implementation of continuous quality improvement processes across consulting engagements, focusing on system efficiency, service outcomes, and data-informed decision-making.
- Strengthen team performance through recruitment, training, and strategies to support equitable retention and staff satisfaction.
- Oversee the management of relationships and agreements with client organizations and funders, ensuring services meet expectations and contractual requirements.
- Ensure consulting engagements achieve defined qualitative and quantitative objectives, focusing on meaningful, sustainable client impact.
- Lead grant writing and application projects, overseeing the entire process from concept to submission while collaborating with the Associate Consultant to ensure quality, adherence to guidelines, and addressing client needs.
- Consultant on designated client projects as assigned.
- Conduct training and workshops for client projects as assigned.
- Attend and participate in content creation meetings focused on personal growth and passive income strategies.
- Support the development and implementation of tools designed to benefit the Helpers Community.

## STRATEGY AND FINANCIAL OVERSIGHT

- Ensure effective management of consulting projects within established budgets and timelines, monitoring financial performance, and reporting progress and challenges to executive leadership.
- Oversee the coordination, integration, and delivery of consulting services, promoting collaboration across project teams to meet the needs and expectations of clients, funders, and other stakeholders.
- Identify and assess opportunities for new projects, partnerships, and funding sources that align with Mayeda Consulting's strategic direction.



- Lead or support the preparation of proposals and applications in response to government, foundation, and private sector requests, ensuring alignment with organizational priorities.
- Collaborate with the business development and finance teams to align new opportunities with operational capacity and strategic goals.
- Partner with the finance department to ensure responsible fiscal management across consulting engagements, including budget development, monitoring, and financial reporting.

## **PARTNERSHIP DEVELOPMENT & INNOVATION**

- Build and nurture relationships with current and potential clients, funders, and strategic partners to support the growth and impact of consulting services.
- Identify and promote innovative consulting approaches that address complex client challenges and advance best practices in the field.
- Support cross-sector collaborations and initiatives that further Mayeda Consulting's mission and contribute to broader social impact.

### **\*Other Duties as Assigned**

## **Required Qualifications**

- Expertise in strategic planning, business development, and financial oversight (budgeting, forecasting, revenue analysis).
- Proven leadership in managing cross-functional teams and fostering a high-performing, inclusive culture.
- Direct experience in diversifying funding.
- Ability to develop marketing strategies that drive community engagement, brand awareness, and passive income.

## **Education or Experience**

- Proven success in negotiating and securing partnerships, contracts, and agreements with government agencies, nonprofit organizations, and other institutional partners.



- Demonstrated experience leading large-scale consulting engagements or initiatives, ensuring alignment with client goals, organizational budgets, timelines, and strategic objectives.
- Extensive expertise in financial planning, budgeting, and resource allocation to support fiscal responsibility and project sustainability.
- Strong history of building, managing, and mentoring diverse, high-performing teams, with a focus on professional development and retention.
- Demonstrated ability to translate strategic vision and organizational priorities into actionable consulting programs, services, and measurable client outcomes.

## Preferred Knowledge

- Expert knowledge in public health topics, including mental health, substance use, homelessness, foster care, court systems, juvenile probation, sexual exploitation, disabilities, and severe medical conditions.
- Proficiency in navigating state and federal funding opportunities, including Medi-Cal programs and related health systems.
- Familiarity with innovative approaches to business development, such as leveraging technology, networks, and data to identify new markets.
- Knowledge of trauma-informed care, motivational interviewing, harm reduction practices, and crisis intervention and the ability to integrate them into organizational and client-facing activities.
- Understanding of compliance and regulatory requirements specific to public health and organizational consulting.

## Work Culture

- Team-building Activities and Retreats
- Mental/Physical Health and Self-care Leadership Check-ins
- Promotes Parenting-out-loud/Work-life Balance
- Incentives for Professional and Personal Growth
- Work Within Your Strengths *\*Within role limitations.*

