

Flourish with Carya



Chief Program and Impact Officer

Since 1910, Carya has been responding to the evolving social needs of the Calgary community.

Today, Carya impacts the lives of thousands of Calgarians through a range of comprehensive, barrier-free programs and services that enhance mental well-being, strengthen families, improve living conditions, and create meaningful social connections. We walk alongside our community, nurturing the unique strengths, abilities, and talents that individuals, families, and communities already possess to overcome adversity and build strong foundations for their futures.

ABOUT THE ROLE

Primary Location: Central Commons, 839 5 Ave SW, Calgary, AB

Secondary Locations: Bowmont Commons, 5000 Bowness Rd NW & Village Commons, 610 8 Ave SE

Salary: \$120,000

Full Time Regular: 37.5 hours per week

Reporting to the Chief Executive Officer, the **Chief Program & Impact Officer** (CPIO) will provide leadership and direction for all participant service areas at Carya, aligning with the organization's strategic priorities. The CPIO will oversee all aspects of operations, with a particular focus on program development and planning, effective delivery and quality control, community relations, and personnel management. This role emphasizes a commitment to fostering an inclusive, collaborative, and respectful workplace culture.

WHO YOU ARE

- A proactive self-starter who likes to get creative and support on diverse deliverables.
- An organized and critical thinker who can visualize organizational goals and progress towards them.
- A creative collaborator who values professional relationships, belonging, kindness and diverse perspectives.

WHAT YOU WILL DO

Leadership

- As part of the Impact Leadership Team, model a culture of collaboration and innovation.
- Provide overall leadership, strategy, and direction for all Impact Areas.
- Foster a culture of collaboration, innovation, learning, and trust.
- Recognize and nurture the leadership potential in others.
- Effectively lead a team of supervisors and managers in a dynamic environment with multiple priorities.
- Empower the team with a shared vision that incorporates diverse perspectives.
- Lead change processes to create collective impact both within Carya and in collaboration with community stakeholders.
- Contribute to the overall effectiveness of the Executive Leadership Team by promoting integration and best practices in service delivery, innovation, and positive agency culture.
- Establish a positive, healthy, and safe work environment.
- Identify, develop, and implement opportunities for innovation and impact effectively.

Operations, Program and People Management

- Establish an organizational structure that meets Carya's program delivery requirements.



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- Advise the CEO and the Executive Leadership Team on material risks and opportunities that may impact the agency.
- Develop and implement an operating plan for all Impact Areas that aligns with the agency's strategic plan.
- Ensure that programming meets the needs and expectations of participants in Calgary.
- Support the creation and implementation of program logic models, theories of change, and evaluative processes necessary to demonstrate outcomes.
- Engage in continuous improvement and redesign of programs.
- Ensure that all participant services comply with relevant legislation, codes of ethics, and accreditation standards.
- Coach, mentor, and implement progressive development plans to enhance growth and performance.
- Write grants and prepare comprehensive reports for funders, ensuring alignment with program requirements.

Community Engagement

- Lead and motivate program teams to achieve the outcomes outlined in program evaluation frameworks and funding agreements in alignment with Carya's policies, strategic direction, vision, mission and values.
- Engage closely with the Director of Social Investment and other community partners to create awareness of Carya's programs and services, share specialized knowledge that reflects the agency's values, and monitor community needs.
- Actively participate in fostering a culture of philanthropy at Carya.
- Form strategic partnerships and alliances with other service organizations, community groups, funders, and others to advance community initiatives and Carya's shared goals.
- Serve as a key spokesperson for the agency with community partners.
- Represent Carya at community events to enhance the agency's profile.

Financial Planning and Management

- Lead the preparation of the budget for Impact Areas in collaboration with agency finance and program leaders, with final oversight and direction from the CEO.
- Approve fund allocations within Impact Areas.
- Monitor the budget and adjust as necessary to meet program and financial objectives.
- Collaborate with other leaders to ensure the overall financial health of the agency.
- Provide the CEO with timely, thorough, and relevant materials to report on revenues, expenditures, and risks related to programming.

This task list is not intended to be exhaustive and other tasks may be identified from time to time.

WHAT YOU BRING

- **A master's degree (MSW, MA, M.Ed., MSc) in a related discipline is required.**
- A minimum of ten years of progressive management and leadership experience.
- Experience in a non-profit setting is required.
- The candidate should have a proven track record of leading teams through organizational change management and building high-performing teams.
- Exemplary interpersonal and communication skills are essential, along with a demonstrated ability to connect effectively with community partners, including government, funders, and other agencies.
- Considerable experience collaborating with government entities is required.
- Significant experience working with vulnerable populations is also necessary.
- Financial literacy and business acumen, including experience in preparing and managing budgets, are required.



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- Advanced proficiency in Microsoft 365, with a focus on SharePoint, Word, Teams, Excel, and Outlook.
- Experience with client management programs, database programs, outcome data collection and data analysis are required.
- Demonstrated expertise in grant writing and reporting, with a proven ability to develop compelling proposals and deliver comprehensive reports that effectively communicate project outcomes and impact.

WHY JOIN TEAM CARYA

When you join team Carya, you are joining over 100 passionate professionals who exemplify our values of *Respect, Kindness, Creativity, Collaboration, Belonging, Wellness*. Our employees are the heart of our organization and work collaboratively to meet the unique and evolving needs of over 40,000 Calgarians.

At Carya, we take care of our people and proudly provide our employees with:

- Exceptional work life balance including paid vacation time off, personal time off each month and office closures during the year.
- A supportive and flexible work environment that includes professional development opportunities.
- A focus on health and wellbeing including access to virtual mental and physical health supports, employer paid extended health benefits, dental benefits, an annual health spending account and Employer matched RRSP contributions.
- Recognition that peoples are a combination of many intersecting identities; we work to cultivate an environment that welcomes the whole person and harnesses the strength that is available in our diversity, creating a rich and inclusive workplace.

The successful applicant will receive a comprehensive total compensation package including:

- Employer-paid premiums for extended health benefits and 50/50 share of dental premiums.
- RRSP matching.
- Annual Health Spending Account.
- Three (3) weeks paid vacation pro-rated to start date and eligible for use in the first year of employment.
- Monthly Personal Time Off (PTO) day.
- Paid office closure days between Christmas and New Year.
- Discretionary Day of Observation each year for use on a day that is of personal significance.
- Agency provided property as needed by the role.

CLOSING DATE

Until a suitable candidate is found.

HOW TO APPLY

1. Please submit a single PDF containing your cover letter and resume with your name as the file name.
2. Email your file to HR@caryacalgary.ca with the job title in the subject line.
3. Applications submitted without a cover letter will not be considered.

We thank all those who expressed their interest, however only those selected for an interview will be contacted.

Equal Employment Opportunities, Requesting an Accommodation, and Other Employment Statements

Carya is deeply committed to building a workplace where inclusion is not only valued but prioritized. We are proud to be an equal-opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, family status, marital status, sexual orientation, national origin,



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genetics, neurodiversity, disability, age, or veteran status, or any other non-merit based or legally protected grounds.

Carya is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request an accommodation, please contact People & Culture by email at HR@caryacalgary.ca in advance of your interview.

The successful candidate must satisfactorily complete a Police Information Check with Vulnerable Sector Search and Child Intervention Record Check.

Carya – Nurturing the Potential in Every Calgarian

