



# Chief Programs Officer

September 2024

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## About CARE Canada

CARE was founded in 1945, when 22 American organizations came together to rush lifesaving CARE Packages® to post-war Europe, ultimately reaching 100 million families around the world. Today, CARE works in over 100 countries. As a dual-mandate organization, CARE is on the frontlines of humanitarian crises and tackles the underlying causes of poverty and injustice to deliver lasting change.

CARE Canada's bold Strategic Plan, *From Caring Comes Courage (2021–2027)*, sets out CARE Canada's commitment to bring our resources, talent, and expertise to unlock women's leadership for a gender-just future. It recognizes that to lead change and realize a better life for herself and her community, every woman needs to be safe, healthy and have a dignified livelihood. It also fundamentally realizes that 'business as usual' is no longer good enough: this Plan challenges us to reimagine how we achieve our mission, inspire Canadian investment, and transform our organization to be future-ready.

## The Role

**Role:** Chief Programs Officer

**Location:** Ottawa (preference), Montreal or Toronto (possible) (must be eligible to work in Canada)

**Salary:** \$170,000 to 190,000 CAD, plus benefits

**Travel:** 10–20%



## Job Summary

CARE Canada's bold Strategic Plan, *From Caring Comes Courage* (2021 – 2027), sets out CARE Canada's commitment to bring our resources, talent, and expertise to *unlock women's leadership for a gender-just future*. It recognizes that to lead change and realize a better life for herself and her community, every woman needs to be safe, healthy and have a dignified livelihood. It also fundamentally realizes that 'business as usual' is no longer good enough: this Plan challenges us to reimagine how we achieve our mission, inspire Canadian investment in that mission, and transform our organization to be future-ready.

CARE Canada is seeking a driven, ambitious and collaborative Chief Programs Officer (CPO) to join the executive team. A multifaceted leader with constant curiosity and a future forward mindset will thrive in this role.

The Chief Programs Officer is responsible for ensuring that CARE Canada achieves our impact goal of investing in women's leadership for a gender-just future. This will be accomplished by overseeing the creation and execution of a dynamic, diverse array of high quality, innovative programs, projects, initiatives and offerings that maximize our impact, and position CARE Canada as a strategic thought leader, partner, mobilizer and innovator. Leveraging our proven success as a traditional program designer and implementor, the CPO will work with the private, public and NGO sectors to drive forward new and creative approaches to our work that diversify how we do our work, how it generates revenue and how it achieves the impact we seek.

The CPO also has line management responsibility for CARE Canada's policy and advocacy initiatives (which are governed by members of the Executive Leadership Team), ensuring that our policy and advocacy work positions CARE as a respected, relevant voice in the Canadian policy landscape, within the CARE Confederation and beyond.

The CPO reports into the CEO, has accountability for a \$50-60 Million annual budget, and leads a team of highly skilled professionals with 6 direct reports.

## Responsibilities

### 1. Executive Leadership Team, CEO Liaison & Board Representation - 15%

- As a member of the 4-person Executive Leadership Team (ELT), work closely with your peers to consider and make decisions that are in the interests of the organization as a whole and hold accountability for these.
- Work closely with the Board as a whole, with Board Committees and with individual Directors as required, including the regular reporting of plans, outcomes and results.
- Attend Board and Committee meetings as required and requested to discuss strategic activities of the Global Programs team.



- Represent Global Programs at the Executive Leadership Team and other leadership groups within the organization.
- Ensure CEO, CRMO and COO briefed and engaged in risk identification and mitigation as needed.

## **2. Program Design and Development (15%)**

- Cultivate and maintain strong relationships with program partners – local, national, and international – as well as funders and investors, in collaboration with the Chief Revenue and Marketing Officer (CRMO).
- Oversee and promote new approaches to impact, including through program design in international development and humanitarian initiatives, according to annual targets established through operational plans. Adjust resource allocations and workloads accordingly.
- In partnership with the CRMO and their team, lead the Global Program team in the pursuit of funding and revenue generation opportunities consistent with CARE Canada’s strategic directions and annual plans, and ensure CARE Canada meets and exceeds the expectations of our ‘investors’.
- Serve as a key link between CARE Canada’s Global Program team and CARE Canada’s strategic engagement efforts, guiding the development of new opportunities aligned with the organization’s vision for the future

## **3. Creating and Sustaining Partnerships - 15%**

- Create and build new, innovative programs and external partnerships in support of women’s leadership for a gender-just future, and in support of our goal both at CARE Canada and across the Confederation to decolonize our work.
- Maintain strong relationships with program partners, whether they are local, national or international, as well as with funders and investors, in partnership with the Chief Revenue and Marketing Officer (CRMO).
- Nurture and sustain strong partnerships and relationships within CARE Canada and across the Confederation.

## **4. People Management, Leadership, Change Management and Coaching – 20%**

- Reports directly to the President/CEO, and works with the Chief Operations Officer, Chief Revenue and Marketing Officer and other members of the Executive Leadership Team to achieve the stated goals of the organization.
- Leads transformational change within the Global Programs team to operationalize the CARE Canada Strategic Plan and our strategic priorities.
- Recruits, retains and manages top talent, including: identifying, hiring, inspiring, mentoring and motivating members of the Program team; determining individual and team targets; monitoring and evaluating team members; undertaking and overseeing annual performance targets and appraisals; recruiting and retaining Canada’s best for CARE; upskilling and retraining staff in accordance with the Strategic Plan. Ensures that CARE Canada has and retains the top talent we need to achieve the impact we seek in the world.



- Champions diversity, equity, belonging and inclusion within our ways of working and across the organization to embody CARE Canada's values, vision, and mission.
- Responsible and accountable for portfolio planning and budgeting.
- Accountable for all programmatic results, including achievement of annual and multi-year budget and revenue and expense targets set and approved by the Board.
- Coach and support the next level of CARE Canada leadership, especially BIPOC employees.

## **5. Program and Operational Management – 15%**

- Directly or indirectly provide operational line management and strategic support to the CARE Canada Global Programs team.
- Line management and operational oversight for the CARE Cuba Country Office on behalf of CARE International.
- Oversee budgeting, compliance, and risk management within Global Programs team, and in collaboration with the COO, and Director, Business Integration.
- Hold accountability for program quality and financial management in close alignment with standards and requirements set by a variety of funders and investors.
- Maintain CARE International standards and accountability mechanisms throughout all programs and operations.

## **6. Policy and Advocacy (10%)**

- With the CEO, the Head of Policy and Advocacy and other ELT and/or SLT leads as assigned, represent CARE Canada in advocating for public policy initiatives that advance the mission of CARE and the lives of those we serve.
- Oversee CARE Canada's engagement in collective advocacy and policy positions, aligned with CARE's advocacy goals and in collaboration with Revenue and Marketing team, the Global Programs team, the Board of Directors and the CARE Confederation, to advance CARE Canada's Strategic Plan.
- Represent CARE Canada at external functions and to external parties, speaking knowledgeably about CARE's work as required.
- Provide leadership and support to CARE Canada staff in their effective engagement and collaboration with CI Working Groups or other bodies, coalitions or partnerships as well as participate and support relevant opportunities.

## **7. CARE Canada Strategic Plan, CARE International Program Strategy and Impact – 10%**

- Articulate, nurture and operationalize the creation of a program and project portfolio at CARE Canada that achieves the current Strategic Plan, CARE International's Agenda 2030, and the wider goals of the sector and beyond to decolonize and localize international humanitarian and development work.



- Act as Executive Sponsor for CARE Canada’s goals and initiatives to [decolonize and localize our work](#).
- Champion and advocate for change with partners, investors, funders and other stakeholders to generate support for the localization of decision making and resource investment in the work of CARE, particularly with, for and to the Global South.

***The CPO will promote and maintain an organizational culture that advances gender equality, reduces power abuse and inequalities, and fosters trust and safety. The CPO must ensure an environment within CARE's workplaces, programming, and communities where CARE works that is free from sexual harassment, sexual abuse and sexual exploitation and child abuse (SHEA-CA). The CPO will ensure high standards of prevention and response measures for SHEA-CA are in place consistent with the CARE International (CI) Safeguarding Policy and Safeguarding Code of Conduct.***

## Candidate Profile

### Required Qualification & Experience

- University Degree, preferably in an area related to international development or equivalent combination of education and work experience
- Minimum of 5 years of experience working as a senior leader (at the executive level, with reporting responsibilities to a Board of Directors and Board Committees)
- Minimum of 5 years of overseas experience living and working in the Global South
- Experience in change management: creating and enacting on a vision, building culture, operationalizing organizational strategy
- Experience managing and being accountable for revenue and funding from various investors and sources, including institutional, private, corporate and philanthropic funders
- Proven success in building teams that are characterized by strong decision-making capability, understanding of risk and an accountability culture
- Demonstrated commitment to DEI
- Proven ability to work effectively in a multi-national environment and undertake complex negotiations with diplomacy and tact
- Demonstrated ability to build and sustain diverse partnerships
- Proven ability to be successful in a fast-paced environment
- Excellent interpersonal, presentation and communication skills (oral and written)
- Proven experience with budgeting and financial management
- Experience managing complex program portfolios and large, fluid teams
- Experience within and outside of the INGO sector
- Cross-cultural skills and knowledge of current geopolitical issues
- ‘Coaching style’ leadership with success in managing complex, matrixed and diverse teams
- Brings an inclusive and feminist approach to CARE Canada’s work



- Strong political acumen, negotiation and influencing skills
- Creative and innovative mindset
- Ability to create and grow teams that are characterized by empowerment and trust
- Ability to craft a vision and goals, infuse them across a team and an organization, craft deliverables that achieve these goals and be accountable for results
- English fluency with French language skills ideal

## Desired

- Advanced university degree or equivalent combination of education and work experience
- Spanish and Arabic language skills
- Advanced MS SharePoint skills

## How to Apply

All correspondence, at this stage, should be via Oxford HR. To apply for this post, click on the “Apply” button on the job advert page, complete our online application form, and submit your CV and cover letter as two different documents, which should be prepared before applying as they will be considered in the application process. The cover letter should be no more than two pages long and explain why you are interested in this post and how your skills and experience make you a good fit.

The document should be saved in PDF in the following format: Your First Name-Your Last Name-Document Name-Date (mmyy) e.g., Pat-Jones-CV-092024-CARE or Pat-Jones-CoverLetter-092024-CARE.

## Timeline

**Closing Date:** November 3, 2024

## Selection Process

All candidates will receive an update regarding their application after the closing date. We advise candidates to add the role email to their safe senders list and regularly check their spam folder.

## Queries

If you have any queries on any aspect of the appointment process, need additional information, or would like to have an informal discussion, please email [aroni@oxfordhr.com](mailto:aroni@oxfordhr.com) or [eguindon@oxfordhr.com](mailto:eguindon@oxfordhr.com) in the first instance.



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Finding innovative leaders can be a challenge; and yet their transition into leadership is vital to an organisation's mission and success. We work across the globe to search for and support remarkable leaders and teams, improve their board effectiveness and support on a range of leadership functions. Learn more at: [oxfordhr.com](https://oxfordhr.com)