



## UNITED SOUTH END SETTLEMENTS

*United South End Settlements (USES) is a community-based nonprofit organization focused on improving the health, safety, education and economic security of low-income residents in and around the South End Lower Roxbury neighborhood of Boston by leveraging multi-generational and inclusive approaches that moves people forward. USES has held true to its settlement house roots, committing to the motto of “neighbors helping neighbors to grow and thrive.” Our extended family is an integrated team of participants, staff, volunteers, community leaders, and business partners. USES operates in three locations in the South End – Harriet Tubman House, South End House, the Children’s Art Centre – and Camp Hale on Squam Lake in New Hampshire. Please visit our website at [www.uses.org](http://www.uses.org).*

### **Vice President of Programs**

#### **GENERAL DESCRIPTION**

USES is seeking a dynamic leader to serve as our Vice President of Programs to work in partnership with the President and CEO, Board and staff leadership to develop program strategy, oversight and impact across our multi-generational programs. This person should have a genuine passion for our mission and a sincere commitment to our impact and future growth. This is an exciting and transformative time at USES. Close to celebrating our 125<sup>th</sup> Anniversary, USES is charting a path for our future impact and growth and the Vice President of Programs will be a critical leader in our development. The Vice President of Programs will work with the President & CEO to build our existing programs into an integrated multi-generational strategy. S/he will report to the President/CEO and works collegially with other members of the Senior Leadership Team to move USES’ strategic priorities forward. S/he will have direct oversight of the following programs and their directors – Early Childhood Education, Youth Programs, Workforce Readiness and Senior Services. The Vice President of Programs is responsible for developing, implementing, and managing the program aspects of the annual budget in conjunction with the COO and CEO. S/he is responsible for ensuring that USES’ programs and services are in compliance with all federal, state, funding, and city regulations, certifications, and licensing requirements and ensures all programs are driving impact. The Vice President of Programs is flexible in approach, is an innovative and strategic thinker and is comfortable working in a multi-cultural and complex environment.

#### **QUALIFICATIONS**

1. Advanced degree in social work, education, management or related field preferred
2. Experienced in managing multi-generational programs (early childhood education, workforce readiness, senior services etc.)
3. Strong decision-making capabilities.
4. Budget creation and management experience.
5. Superb interpersonal and communication skills.
6. Demonstrated business, management and strategic planning abilities.
7. Strong and effective leadership with proven success of building performance-based teams; demonstrates a fundamental respect of others. Coaches and mentors to improve knowledge and skills, but is able to also hold people accountable for results.
8. An entrepreneurial approach to program innovation, capable of creating or leveraging opportunities to improve service delivery and participant outcomes and build strategic partnerships with other organizations.

9. Understands and values quality improvement and performance; applies managerial and technical skills to measure and improve efficiency and effectiveness and ensure compliance with all regulatory and contractual obligations.
10. Able to effectively address overlapping projects and deadlines and work with his/her team to manage multiple tasks and projects. Creates a work environment that is highly organized, timely, cost-effective, and results-driven. Adaptable and reliable in face of conflict, crisis, or changing priorities.
11. A demonstrated commitment to diversity and inclusion; valuing a diversity of perspectives and encouraging contributions by all team members.
12. Politically astute and tactful; attentive to the perspectives and competing interests of various internal and external stakeholders.

## **RESPONSIBILITIES**

### **Organization Responsibilities**

- Partner closely with the President & CEO to continue creating and promoting a culture of collaboration, excellence and transparency across the agency.
- Advise President & CEO, Board and staff on relevant national, state and city trends, research and opportunities that impact our programs and services.
- In partnership with the senior leadership and board, actively contribute to the development and implementation of USES's strategic goals and objectives, annual budget process, talent-related decisions, and the overall management of the organization
- Work with the leadership team to raise USES's visibility to external stakeholders and partners, including funders, community partners, media, and the broader community
- Effectively communicate and present important program matters to the President & CEO and Board of Directors

### **Program Leadership and Management**

- Provide strategic leadership and direction to further USES's program delivery
- Ensure ongoing programmatic excellence and impact
- Demonstrate consistent quality of finance and administration, fundraising, communications, and systems; recommend timelines and resources needed to achieve the program goals
- Attract, develop, coach, and retain high-performance team members, empowering them to elevate their level of responsibility, span of control, and performance
- Work with staff to develop systems to ensure consistent, high-quality project management
- Provide leadership in development of inter-team communication and cohesiveness, sustaining culture and supporting staff during organizational growth
- Partner with the Director of Development to engage program staff in their individual fundraising plans and support USES's fundraising, community, and program events

### **Evaluation & Impact**

- Oversee the execution of a continuous quality improvement process
- Support and ensure the capture and usage of program data, student and teacher outcomes, program surveys and other monitoring and evaluation tools, recommend options for targeted data collection, synthesis, and program improvement feedback loop

**Knowledge Management:**

- Develop the necessary systems, processes, and tools to better support the facilitation, collection, and sharing of knowledge that is generated by the programs
- Develop dissemination system to share organizational learning with a broad range of communities
- Work collaboratively with the senior management team to integrate cross program activities and functions

**PHYSICAL REQUIREMENTS** (with or without accommodation)

Must be able to kneel, crouch, reach, stand, walk, finger, grasp, talk, hear, and be capable of repetitive motion

Position requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly

Work requires close visual acuity

Position is not substantially exposed to adverse environmental conditions

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*The above statement reflects the general details considered necessary to describe the principal function of the job identified and shall not be considered a detailed description of all the work requirements that may be inherent in the job.*

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**To apply, please email resume and thoughtful cover letter to [humanresources@uses.org](mailto:humanresources@uses.org)  
In the subject line, please specify “Vice President of Programs” to which you are applying.  
No phone calls, please.**