



POSITION DESCRIPTION PRESIDENT AND CEO

OPPORTUNITY:

This is an exciting opportunity for a dynamic and visionary individual to lead a thriving \$25 million nonprofit organization that – since its inception in 1891 – has grown to offer high quality health, education, and human service programs addressing ever-changing challenges affecting residents of Stamford, Greenwich, Darien, and New Canaan. The President & CEO guides the strategic vision for the agency, leads a collaborative leadership team of seven seasoned professionals and a staff of over 300, and engages with a wide array of stakeholders (children, families, teachers, staff, board members, donors, volunteers, community partners, and local and state officials). The President & CEO ensures Family Centers’ fiscal, operational, human resource, technological, programmatic, marketing, and fundraising strategies are effectively implemented across all segments of the agency. The President & CEO reports to and works closely with its Board of Directors. The President & CEO drives the organization’s mission of *empowering children, adults, families and communities to realize their potential*.

ABOUT THE ORGANIZATION:

Family Centers is a nonprofit organization offering education, health, and human services to children, adults, and families in Fairfield County. More than 300 professionals and hundreds of trained volunteers work together in over 60 locations to provide our communities with a wide range of responsive and innovative services. Our multi-faceted network of more than 25 health, education, and human service programs give individuals and families the tools needed to establish a strong educational foundation, overcome complex and critical problems, carry on healthy productive lives and achieve personal improvement. In 2023-2024, more than 26,000 lives were touched. For more information, please visit <https://www.familycenters.org/>

AREAS OF RESPONSIBILITY INCLUDE:

Relationship Building & Stakeholder Engagement:

- Cultivate and support all stakeholder groups (children, families, teachers, staff members, board members, donors, volunteers, community partners, and local and state officials) to live the Family Centers mission.

- Serve as the chief spokesperson for the organization, actively working to raise awareness of organization's mission and advocate for the individuals and families served.
- Raise the visibility of the organization by articulating an inspiring vision, sharing best practices and serving as a thought leader and engaging critical stakeholders including other not-for-profit organizations, businesses, faith and civic organizations, donors, local, state and federal stakeholders.
- Elicit federal, state and local legislators in advocating/providing testimony for increased funding to sustain and grow current programs. Represent Family Centers on local, regional and statewide committees, workgroups, and coalitions.

Resource Development:

- Support the Board to develop a robust fund development partnership with the Chief Advancement Officer in conjunction with the Board's Fund Development Committee and grow a sustainable, diversified funding base (e.g., individuals, corporations, foundations, government grants).
- Provide oversight and support of the staff's activities with annual giving that includes cultivation and stewardship of donors, grant writing, direct mail, and events.
- Maintain consistent and ongoing processes for donor and community relations to promote awareness of Family Centers and uphold highest standards for donor intent.

Organizational Leadership:

- Provide executive oversight across all aspects of the agency's multi-faceted integrated healthcare services (i.e., primary medical, dental and mental health services; HIV care management and prevention; and bereavement and trauma support), as well as early education, academic enrichment, and human services programs for children and families, working closely with the Chief Program Officer and Chief Health Officer.
- Lead the Executive Team by promoting a culture of excellence that comes from supporting autonomy, creativity, collaboration, inclusion, equity, respect and continuous professional training and mentoring so as to attract, motivate and retain highly capable professional staff at all levels of the organization.
- Work collaboratively with the Board of Directors to set and achieve the organization's strategic direction.
- Establish organization-wide annual goals that are both ambitious and realistic, and aligned with the strategic plan.
- Provide data and rationale to support the agency's strategic decisions.

Finance & Compliance:

- With the help of the Chief Financial Officer and the Board Treasurer, develop, manage, and oversee the organization's budget to ensure the organization's financial stability and sustainability by maintaining a healthy cash flow, adequate reserves, and a positive financial position.
- Work closely with Chief Financial Officer, Chief Health Officer, and Chief Operations Officer to maintain official records and documents for certification, licensing, Medicare, Medicaid, HIPPA, billing, and ensure compliance with federal, state, and local regulations.
- Have an aptitude and proficiency for understanding EPIC, the electronic health records (EHR) system Family Centers uses to assess patient needs, monitor data, and track organizational progress.
- Provide regular financial monitoring reports to the Board.

People & Operations Management:

- Coach, develop, manage, and lead seven senior leaders (Chief Advancement Officer, Chief Financial Officer, Chief Health Officer, Chief Operations Officer, and Chief Program Officer, and two VPs), and a full-time and part-time staff of over 300 professionals.
- Lead the executive team and orchestrate the collaborative decision-making process.
- Maintain an organizational culture that attracts, develops, and retains excellent staff.
- Leverage and design systems, processes, and protocols to ensure program excellence and accountability.

QUALIFICATIONS:

Our ideal candidate will embody the values of Family Centers and bring a strong commitment to the mission through leadership and strategic insights with the following skills and characteristics:

- Minimum of Master's degree in public administration, business, healthcare, social work or a related field with strong experience in non-profit administration.
- A minimum of fifteen years (15) years of progressively responsible experience at an executive level in not-for-profit management.
- Proven track record in successful fundraising and donor relations.
- Proven track record of successfully implementing strategic initiatives.
- Compelling communicator, speaker, and writer.
- Strong project management and organizational skills, attention to detail, and ability to set and meet deadlines with competing priorities.
- Experience setting strategic vision and bringing vision to fruition through clear and actionable planning and execution.
- Strong people management skills, with the ability to build high-performing teams, create strong and positive team culture, and coach and develop skills in others.

- Cultural competency and experience working with a diverse range of stakeholders.
- Appreciation for and willingness to foster collaborative team model.
- Thoughtful and empathetic listener, and appreciation for divergent views and ability to forge consensus.
- Strong financial manager who creates novel solutions to address both strategic and tactical challenges.
- Familiarity with Fairfield County and the state of Connecticut preferred.
- Commitment to fostering diversity, equity, and inclusion.
- Grace under pressure.

COMPENSATION AND BENEFITS:

The position is a full-time salaried position with a suite of benefits including generous paid time off, medical, dental, vision, tax-free spending accounts, disability, life and AD&D insurance. Additional benefits include an employee assistance plan, pet insurance, critical accident and illness, wellness services, tuition reimbursement, and retirement savings. The salary range is \$275,000-\$350,000 dependent on relevant qualifications and experience.

The President & CEO is expected to work regular on-site business hours with some evening and weekend hours required for board meetings and to support program and donor events.

EQUAL OPPORTUNITY EMPLOYER:

Family Centers is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, age, sexual orientation, gender identity, national origin, veteran or disability status.

TO APPLY:

The search is being conducted by The Strategy Group. Please submit a resume and a compelling letter of interest via email. All cover letters and resumes should be sent as ONE PDF DOCUMENT titled “Last Name Cover Letter and Resume” to nonprofitjobs@thestrategygroupllc.org. Please title emails as FAMILY CENTERS SEARCH in the Subject Line. Resumes will be accepted until the position is filled.