



POSITION: CHIEF EXECUTIVE OFFICER

LOCATION: 3 Lewis Bay Road, Hyannis, MA 02601

REPORTS TO: Board of Directors

Duffy Health Center is a \$4m nonprofit health center serving individuals on Cape Cod who are homeless or at risk for homelessness. Services provided include primary health care, mental health and substance abuse counseling, case management and housing supports.

SUMMARY OF THE POSITION:

Work under the supervision of the Duffy Health Center Board of Directors. The Chief Executive Officer is appointed by and accountable to the Board of Directors and is charged with providing overall administration and operation of the Center. The main emphasis of the Chief Executive Officer's position is to provide leadership to the management group in order to efficiently deliver the programs and services that meet the health and housing needs of the Center's clients. The Chief Executive Officer also interprets and implements the policies of the Board of Directors. The Chief Executive Officer may delegate responsibilities, but may not delegate accountability for results.

DUTIES AND RESPONSIBILITIES:

1. Report to and support the Board of Directors in their role of governing the organization.
 - a. Gain approval from the Board for Strategic Plans and Annual Budgets.
 - b. Assist the Board in monitoring and evaluating the center's progress in achieving established goals and objectives.
 - c. Inform the Board regarding major strategic and operational issues.
 - d. Provide background and recommendations to the Board to assist their decisions.
 - e. Ensure compliance with the Health Center 330H grant.
2. Define the long-term strategic direction to achieve the mission of the organization.
 - a. Conceive, prioritize, develop, and recommend plans, policies and long-term strategic direction for the Health Center in response to community homeless health care and social service needs.
 - b. Present such plans and strategies to the Board of Directors.
 - c. Oversee their implementation as approved by the Board.
3. Provide the organizational leadership and operational management required to ensure operational excellence and financial sustainability.
 - a. Define the organizational structure necessary to efficiently implement the programs and services provided to the client population.

- b. Provide effective leadership of the management team emphasizing teamwork, concern for the individual, fiscal accountability, and attainment of agreed-upon goals and objectives.
 - c. Review and prioritize department goals, objectives, and performance standards as developed by staff and ensure their consistency with overall health center goals, objectives, and strategies.
 - d. Direct the development and implementation of human resource policies and procedures to ensure employee interests and welfare are preserved and protected, and a high level of employee satisfaction is maintained.
 - e. Management oversight of all personnel including hiring, training, evaluation, discipline, and terminations within the guidelines set forth in the health center's policies and procedures.
 - f. Ensure the development of fiscal plans, systems, and controls for the health center to ensure fiscal viability of the organization.
 - i. Prepare an annual budget for Board approval.
 - ii. Monitor the financial performance of the health center to ensure achievement of the budget.
 - iii. Ensure a sound working capital position is maintained. If necessary arrange for short term outside financing that may be required.
 - g. Oversee and manage the quality improvement and assurance program
 - h. Ensure compliance with all government regulations, licensing, and rules of accreditation standards by continually monitoring overall operations of the center and initiating changes when required.
 - i. Ensure the implementation and continuing support of a clinical/financial computer-based system to effectively enhance program monitoring, use of resources, performance improvement, and both internal and external reporting of outcomes.
4. Support the identification, development, and implementation of the programs and services required to move our clients from homelessness to housed status.
- a. Oversee the new program and service development and implementation process
 - b. Form and manage the affiliations and collaborations with other agencies necessary to support these initiatives.
5. Represent the health center and act as its public advocate in the community.
- a. Represent the health center in its relationships with the healthcare community, other agencies involved in homeless issues, government agencies, regulatory agencies, professional organizations, consumer and community groups, and the financial community.
 - b. Provide community leadership on homeless issues.
 - c. Maintain a voice in homeless public policy development.
6. Support the Resource Development/Philanthropic Programs.
- a. Oversee the development, preparation, and submission of grants, contracts, and reports to funding agencies, regulatory agencies, service providers, and other organizations, foundations, or individuals.
 - b. Support the Philanthropy Program
 - i. Participate in the development of the health center marketing program
 - ii. Support the health center public relations program
 - iii. Participate in the development and implementation of the philanthropic program
 - 1. Encourage the involvement of the Board of Directors

2. Support the development of the philanthropic plan
3. Participate in fundraising events and activities

REQUIRED/PREFERRED EXPERIENCE:

- Minimum of 10 years experience in the non-profit sector
- Management of mid level supervisors with broad breadth of responsibilities, and demonstrated progressive growth
- Business management including budgeting, financial oversight, and risk management
- Working with Board of Directors
- Working in community health and housing
- Working with disadvantaged populations, preferably homeless
- Development and implementation of new programs and services
- Development of strategic alliances, partnerships, and collaborations with affiliated agencies
- Philanthropy and grants and contracts development and administration
- Government relations and public policy development

COMPETENCIES REQUIRED:

- Collaborative leadership style
- Delegation
- Team building
- Strategic thinking/vision
- Evidence based decision making
- Problem solving
- Listening/communication skills
- Organization/implementation skills
- Employee coaching & development
- Computer skills
- Public presentation/advocacy
- Writing skills

EDUCATION:

- Master's Degree in health services, public health, human services management, business administration or a related discipline.

TO APPLY:

Please email a resume, cover letter and salary expectations to: Duffy CEO Search Co-Chair: Catherine Reynolds Catherine@ReynoldsResource.com .

NO AGENCIES PLEASE