

Citizen Care

250 Clever Rd. | McKees Rocks, PA 15136
412-446-0700



Allegheny Children's Initiative · Citizen Care
Exceptional Adventures · Milestone Centers
Partners for Quality Foundation

Citizen Care

A Partners For Quality Subsidiary

Position Guide Executive Director

<https://pfq.org>

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POSITION: Agency Executive Director

REPORTS TO: Chief Program Officer and the Citizen Care Board of Directors

LOCATION: McKees Rocks, Pennsylvania

At Citizen Care, we have been committed to providing services and supports to individuals with intellectual and developmental disabilities for more than four decades. In 1974, Citizen Care was founded as an Intermediate Care Facility d/b/a Robinson Developmental Center. By the end of the 1975, 132 people had transferred from Polk State Center and were living and receiving services at Citizen Care. The agency reflects a person-centered philosophy in which people receiving services are gainfully employed, active in their communities, are treated with dignity and respect, they have choices and Citizen Care helps them achieve their goals and dreams.

Over the years, the agency began to provide a broadening array of services and supports to an increasing number of people. Because of this expansion of services, we have grown Citizen Care (and its parent organization, Partners For Quality) to what it is today.

Citizen Care was accredited by the Joint Commission on the Accreditation of Hospitals (JCAH), a national accrediting agency now known as Council on Quality and Leadership (CQL) in 1978. Our accreditation has been maintained to present, making Citizen Care their longest, continually accredited agency in the world.

VISION STATEMENT

People have the opportunity to experience and fully participate in all aspects of life.

MISSION

Partners For Quality, Inc. supports people by providing services that promote choice, personal satisfaction and the realization of their hopes and dreams.

GUIDING VALUES

Partners For Quality, Inc. shall provide services and supports to assure people:

- Are afforded the human, civil and legal rights described in the Universal Declaration of Human Rights of the United Nations, the United States Constitution and all applicable Federal, State and Local laws and regulations;
- Are treated with dignity, respect and sensitivity to cultural diversity;
- Have opportunities to experience life-long learning;
- Have the best possible physical/mental health and assurances for personal safety and security, with an emphasis on minimizing out-of-home placement;

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- Live, work and experience community environments that are personally satisfying;
- Have the opportunity to maintain and/or establish natural supports and reciprocal relationships;
- Have the opportunity to participate as active members of the community and to experience leadership roles;
- Have access to community resources and organizations that are dynamic, receptive, responsive and continuously evolving;
- Make informed decisions affecting their lives from an array of choices; and
- Realize their hopes and dreams and achieve their personal outcomes.

ABOUT PARTNERS FOR QUALITY

Since 2005, Partners For Quality has provided administrative services to its family of nonprofit agencies serving persons with intellectual & developmental disabilities and adults, children & families with behavioral health challenges. These administrative management services include finance, human resources, information technology, fundraising, communications, and staff training and development. By consolidating and overseeing administrative responsibilities, our subsidiaries are able to focus on their top priority: the local people they support.

Partners For Quality is recognized as an integral part of the service delivery system in Allegheny County serving more than 5,000 people annually and employing more than 1,100 people across the organization. Partners For Quality has five subsidiary organizations; Allegheny Children's Initiative, Citizen Care Inc, Exceptional Adventures, Milestone Centers, and Partners For Quality Foundation.

As Partners For Quality and Citizen Care prepares for the future, the next Executive Director will have the opportunity to lead the organization through a thoughtful strategic planning process that will further outline the vision for this vital organization as it moves forward.

Working with a dedicated and engaged Board of Directors as well as a highly motivated and committed Partners For Quality Executive staff, the Executive Director will be afforded the opportunity to chart an ambitious future for Citizen Care that leverages its historical strengths and promotes its community focused approach to serving adults with intellectual and developmental disabilities and behavioral health challenges. Critical in this effort will be strengthening the organization's ability to collaborate both internally among staff and externally among key community and regional partners.

POSITION SUMMARY

This Executive Director is responsible for the overall leadership and management of Citizen Care to ensure delivery of the highest quality services. The Executive Director supervises and participates in all activities pertinent to the financial viability of Citizen

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Care; presents and engages formally and informally to funders, public officials and others whose engagement in the organization is important to its success; articulates the organization's core strengths and its vision for the future; establishes an organizational culture and behavior of trust and collaboration; operates from a client-driven perspective; embraces the challenge of maximizing the potential of the individuals that it serves; in close coordination with the Partners For Quality Executive Team and the Citizen Care Board, directs, manages and evaluates the ongoing financial and operational priorities of Citizen Care; supervises the development and implementation of plans and programs by monitoring performance and evaluation tools and standards used to determine effectiveness; approves and prepares reports submitted to the state, county, federal and other regulatory agencies; and oversees staff, sets performance expectations and drives the positive culture of the organization.

CANDIDATE PROFILE

The candidate we seek will be a proven and effective servant leader with a passion for the mission of Citizen Care. We seek a leader who has been a catalyst in fulfilling an agency's vision, mission and values. This entrepreneurial individual will bring leadership characterized by a visionary outlook, the ability to garner broad community support, sound business and management acumen, the ability to increase the visibility of the organization, and to carry forward major new projects and programs.

We seek a charismatic and relational leader who is mission-focused and dedicated to improving the quality of life for individuals with intellectual and developmental disabilities and behavioral health challenges. Candidates for this position must have proven leadership qualities to bring vision, direction, a collaborative atmosphere and inspiration to an organization. In addition, this candidate must have a proven track record of Community Residential Services, Home Based Services, Community Participation Services, Lifesharing and Alternative Payment Arrangements. This candidate must have innovative strategies on providing a variety of person centered supports and services.

Due to several lead manager retirements, the candidate will have the opportunity to restructure the agency, while providing quality and continuity of services over the next year. The candidate will need to have strong organizational management skills along with the ability to lead project teams and to analyze, develop, implement and lead organizational structure.

The ability to relate to a wide variety of constituents including elected officials, municipal, state and federal bureaucracies, businesses, civic groups, donors, neighbors, regulators, advocates, and individuals with intellectual and developmental disabilities and behavioral health challenges is essential. Successful candidates will have the ability to establish and maintain strong collaborative relationships with funders, potential donors and other sources of financial support.

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Given the revenue streams at the organization, the ideal candidate will demonstrate a proven track record. An understanding of and experience navigating the complexities of an organization of similar size, scope and budget is highly desired. A proven ability to lead employees in multiple locations as an effective team of closely coordinated, highly professional, staff members is a must. This leader will be one who listens intently, is empathetic, energetic and who empowers his/her staff.

The successful candidate will have demonstrated skills in operations and business management. Candidates must have proven success in providing mission-driven services utilizing sound business principles. Experience making strategic decisions in program design, development, and management in pursuit of board goals is expected.

S/he will be a leader who communicates the agency's mission with enthusiasm and compassion through his/her strong communication skills. Solid presentation, written and verbal messaging skills are required, along with proficient computer skills and the ability to use analytics/metrics to drive strategy and decision making.

The Executive Director candidate must have at least 5 years of Community Residential Experience, provided in an intellectual/developmental setting along with 10 years of leadership/management experience. A graduate degree in a human service-related field is strongly desired. A bachelor's degree from an accredited four-year college or university with commensurate post-graduate experience will be considered. Affiliation with and leadership in local, state, or national professional or trade associations related to human services is a plus. A valid Driver's License and all applicable clearances are required.

BENEFITS

The incumbent of this position would be eligible for our full benefits package which includes health, dental and vision insurances, multiple flexible spending accounts, a generous amount of paid time off, retirement savings plan with employer match and many other benefits, discounts and programs.

HOW TO APPLY

Please send a current resume, letter of introduction and salary requirements to **Julie Padak**, Director of Recruitment and Retention for Partners For Quality at careers@pfq.org.

If you need any assistance or require an accommodation to apply please contact us at 412-446-0700.

Fully qualified applicants need only apply.

For more information about Partners For Quality, please visit <https://pfq.org/>.

**Partners For Quality and our family of agencies is an Equal Opportunity Employer
EOE**