



*The First Source for Nonprofit Leaders* SINCE 1963



**Position Guide**

***Chief Executive Officer***

<https://pfq.org/>



**POSITION:** Chief Executive Officer

**REPORTS TO:** Board of Directors

**LOCATION:** McKees Rocks, Pennsylvania

#### **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;*
- *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 1975, Partners for Quality (PFQ) has been committed to providing services and supports to individuals with intellectual and developmental disabilities, and to children and families who have behavioral health challenges. Now in its 44<sup>th</sup> year of service, PFQ is recognized as an integral part of the service delivery system in Allegheny County serving more than 7,000 people annually and employing more than 1,100 people across the organization.

PFQ is the parent company to five subsidiary organizations.

**Allegheny Children's Initiative (ACI):** Allegheny Children's Initiative was established in 1993 by the Allegheny County Children, Youth and Families and Behavioral Health/Office of Intellectual Disabilities Departments to provide case management services for children and adolescents who needed assistance beyond the traditional array of services.

ACI teamed up with Citizen Care, Inc. in March 2000 (now known as Partners For Quality, Inc.) and expanded its continuum of services and supports to provide interventions to children and families in the home, school and community settings. Today, ACI provides services to more than 500 children and adolescents with adjustment and behavioral health challenges including depression, anxiety, autism spectrum and learning disorders, and children whose lives have been impacted by trauma, abuse or neglect.

**Citizen Care, Inc. (CCI):** CCI has provided services and supports to individuals with intellectual and developmental disabilities for more than four decades. In 1974, CCI 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 CCI. CCI reflects a person-centered philosophy in which people receiving services are gainfully employed; are active in their communities; are treated with dignity and respect; and have choices. CCI helps them achieve their goals and dreams.

Over the years, CCI began to provide a broadening array of services and supports to an increasing number of people and now provides individualized services and supports to more than 250 adults each year. CCI 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. CCI is the only CQL-accredited agency in Pennsylvania and holds the longest continuous accreditation by CQL in the world.

**Exceptional Adventures (EA):** The largest travel agency of its kind, EA provides fun and safe travel opportunities to individuals with disabilities. With 40 years of experience, Exceptional Adventures provides top-notch vacation opportunities, events and monthly activities for adolescents and adults with intellectual and physical disabilities. EA is one of the largest travel and tour service providers of this kind in the U.S. and currently serves more than 2,000 people annually.

**Milestone Centers:** Milestone is the most recent agency to become a subsidiary of Partners For Quality with its affiliation in July 2017. Milestone Centers' mission is to provide quality, life-enhancing services that promote wellness and the development of human potential to persons with intellectual and developmental disabilities and/or behavioral health challenges.

Improving lives in Allegheny County since 1969, Milestone Centers has 450 full-time staff serving 2,400 adults through 29 programs. Based in Wilkesburg, the agency's services include behavioral health therapies, residential locations, outpatient therapy and multiple rehabilitation services. Milestone was the first agency of its type to provide residential services to individuals who are deaf, the first to engage in electronic clinical records, and the first in Allegheny County to offer a licensed program for seniors who have intellectual/developmental disabilities.

The organization operates two Health Care Quality Units in Butler and Warren which train professionals in 18 counties. In 2017, Milestone earned accreditation from The Sanctuary Institute as a trauma-informed organization. The accreditation culminates three years of intensive all-staff, client and family training that focuses on an understanding of trauma, chronic stress and adversity, all of which affect individuals and organizations.

**Partners for Quality Foundation:** The Foundation strives to advance, promote and support the mission of PFQ by soliciting charitable gifts from diverse funding sources. Our goal is to build and strengthen PFQ's support resources to supplement government dollars. Fundraising efforts serve as PFQ's primary source of funding to:

- Purchase or replace specialized/therapeutic equipment
- Upgrade community living facilities
- Implement special programs in PFQ's subsidiaries.

## **THE OPPORTUNITY**

As the Board prepares for the future, the next Chief Executive Officer 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 senior staff, the Chief Executive Officer will be afforded the opportunity to chart an ambitious future for PFQ that leverages its historical strengths and promotes its community focused approach to serving children and 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**

Reporting to the Board of Directors, the Chief Executive Officer is responsible for the overall leadership of PFQ and its affiliates to ensure delivery of the highest quality services. The CEO supervises and participates in all activities pertinent to the financial viability of PFQ; 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 Board, directs, manages and evaluates the ongoing financial and operational priorities of PFQ; 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 PFQ. We seek a leader who has been a catalyst in fulfilling an agency's vision. 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.

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.

Given the revenue streams at the organization, the ideal candidate will demonstrate a proven track record of successfully navigating large, complex, contractual agreements with governmental agencies. 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, self-accountable 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. Direct fundraising experience is a plus. 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, as well as, a strong level of comfort in front of media.

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.

To apply, please send a current resume and letter of introduction to Kittleman & Associates, LLC to <http://ww2.kittlemansearch.com/Jobs>.

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