

## Executive Director Search Profile

### Palatine Township Senior Citizens Council

#### Introduction

The Palatine Township Senior Citizens Council (PTSCC) was founded in 1973 to provide recreation services to Palatine Township's older adults. Since then, the Council has grown into a multi-purpose senior service organization, operating the Palatine Township Senior Center, which provides nutrition, education, social service, health, and recreation services. Programs and services are available at other community locations: Greencastle (subsidized senior housing); Rand Grove and Williams Reserve apartments in Palatine; and the Community Resource Center, Palatine.

The Palatine Township Senior Center was the first senior center in the country to be accredited under the 2010 *Building Excellence* standards of the National Institute of Senior Centers, and has been accredited three times by NISC. PTSCC is one of only three NISC accredited senior centers in the State of Illinois. Less than 150 of the approximately 11,000 senior centers in the United States are accredited, placing the Palatine Township Senior Center in the top 1% of senior centers nationally.

The primary service area for PTSCC is Palatine Township, although current clients come from 80 different communities in northern and northeastern Illinois. PTSCC serves over 2900 individuals through its programs and services which include the following:

- **Social Services** – Case Advocacy, Outreach, Information and Referral, Adult Day Services for memory-impaired seniors and caregivers, Support Groups, and Home Repair Coordination
- **Nutrition** – Home delivered meals and on-site noon meals programs
- **Health Services** – On-site screening and services including blood pressure, hearing, podiatry office hours, and wellness education in collaboration with local health providers
- **Outreach Services** – Support for isolated, at-risk seniors throughout the Township; bilingual and bicultural social services staff support the Spanish speaking and Russian speaking older adults within the community
- **Lifelong Learning** – Educational seminars on financial planning, long-term care, insurance, health issues, and other topics of interest including AARP 55 Alive and the State's Rules of the Road driver review courses
- **Employment Services** – Council provides job opportunities for older adults through a job posting board
- **Recreation** – Activities include fitness and exercise, card clubs, a library, day trips, extended trips, special events, mahjong, painting, ceramics, arts and crafts, golf league, cultural events, hiking club, adult coloring, book club and dance
- **Volunteer Programs** – Volunteers assist seniors with Medicare and insurance, taxes, advocacy, transportation, shopping, telephone reassurance, and as friendly visitors. Volunteers also assist in the office, in fundraising, technology, and with building and grounds maintenance and as leaders of the recreation, education and health and wellness programs

The mission of PTSCC is to provide programs and services which support older adults and their families by encouraging independence, well-being and connection to the community. PTSCC is a 501(c) (3) organization with a current budget of approximately \$1million. Services are provided by eight professional staff, seven part-time staff, and nearly 300 volunteers.

Due to the retirement of the current Executive Director, PTSCC has the opportunity to hire a leader who can build on its legacy of service and commitment to the community. The new Executive Director will have the mandate to work with the Board of Directors and guide the organization through this change process setting a direction for the next phase of the organization's history.

### Candidate Profile

Reporting to and collaborating with the Board of Directors, the Executive Director executes the mission and provides primary leadership for the organization. The Executive Director is responsible for the overall management of the organization with a focus on diversified resource development and external relationship-building.

The Executive Director will be a proven human services leader who has been a catalyst in fulfilling an organization's vision. This individual would bring leadership characterized by an ability to garner broad community support; increase visibility of the organization; and carry forward major new projects and programs.

The Executive Director must be able to communicate the organization's mission with enthusiasm. The ability to relate to a wide variety of constituents including community partners, donors, elected officials, governmental agencies, business and civic groups, volunteers, and neighbors is essential. A collaborative mindset is critical for success in this role.

Given the funding challenges faced by non-profits in the aging arena, the ideal candidate will demonstrate a proven track record in obtaining major individual gifts, sponsorships, foundation support, government grants and contracts as well as other financial resources. The ability to nurture and further develop a strong, proactive, and engaged Board of Directors is essential.

Previous success in guiding and managing significant organizational change is desired. Specific experience working with older adults is not a requirement. However, a knowledge and understanding of how to create and deliver relevant and innovative social services and programming must be evident.

The Executive Director will have demonstrated the ability to gather data on programs and services; monitor and assess those programs based on relevant data; and implement decisions based on that analysis. Experience making strategic decisions in considering new and creative methods of program design and management is expected.

A proven ability to hire, coach, and lead employees as an effective team of closely coordinated, highly professional, self-accountable staff members is a must.

The successful candidate will have demonstrated skills in operations and business management with 8-10 years of increasingly complex management experience. Experience managing a facility or multiple facilities is a plus.

A bachelor's degree, or an equivalent combination of education and experience, in a related field from an accredited college or university is required; a master's degree in a related field is preferred. Affiliation with and leadership in local, state, or national professional/ trade organizations that are related to human services would be a plus.

## Specific Skills and Competencies

### **Business/Financial Acumen**

- Responsible for long-term financial planning for the organization and ensuring that PTSCC is fiscally sound
- Skilled business and operational leader who understands both the financial and operational aspects of managing an organization
- Experience in developing and executing a diverse fundraising strategy that includes grants, foundations, corporate giving, and individual giving
- Ability to establish strategic goals by gathering pertinent business, financial, service, and operations information; identify and evaluate trends and options; choose a course of action; define objectives; and evaluate outcomes

### **Relationship Management**

- Willingness to spend time and energy to nurture relationships in a multitude of arenas for the benefit of the organization
- Understanding of key relationships that will benefit and support PTSCC
- Ability to define the “win-win” in a partnership, relationship, or alliance

### **Leadership Skills**

- Visionary leader who demonstrates confidence and compassion; comfort with ambiguity and change; and is resilient and forward-thinking
- Strong and effective leadership presence who can represent PTSCC in local, state, and national forums
- Sensitive and insightful servant leader with experience in managing organizational change
- Confident and inclusive leadership style that demonstrates the ability to recognize the contributions of all stakeholders in the organization and community

### **People Management**

- Ability to motivate and inspire a team in service of the mission; effectively influences actions and opinions of others
- Accepts feedback from others and gives appropriate recognition to others
- Past experience and proven ability to work closely with a Board of Directors and recruit, maintain, and engage a strong, diverse board
- Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically

### **Communication Skills**

- Strong verbal and written communication skills
- Adept at handling difficult conversations in an honest and respectful manner
- Sensitivity to different messaging for different audiences
- Ability to synthesize large amounts of information into simple, powerful, and clear messaging

## Process

The Board of Directors has appointed a Search Committee to oversee the search and hiring process. The Search Committee is working closely with a consultant and has developed a detailed search process.

Interested candidates can apply for the position by submitting a current resume, salary history, and letter of intent to [PTSCCExecutiveSearch@gmail.com](mailto:PTSCCExecutiveSearch@gmail.com) no later than the end of the day on May 3, 2019.

The privacy of applicants will be respected and preserved until the last phase of the hiring process. References will be checked during finalist interviews, with candidate knowledge.

Competitive salary and benefits package will be provided.

PTSCC is an equal opportunity employer.