



**Chief Executive Officer**  
**Family Service Association of Bucks County**  
**Langhorne, PA**  
<https://www.fsabc.org/>

## **THE INSTITUTION**

Family Service Association of Bucks County is a nonprofit 501(c)(3) social service organization headquartered in Langhorne, Pennsylvania, with additional locations in Quakertown and Bristol, serving communities throughout Bucks County. Family Service also operates out of twenty-two school-based sites and the Bucks County Emergency Homeless Shelter. Since its founding in 1953, Family Service has been improving the lives of children and families, doing whatever it takes to help them overcome obstacles and reach their full potential.

Last year, more than 50,000 people turned to Family Service for help addressing a broad range of challenges. Family Service offers a variety of programs and services focused on increasing opportunities for adults, reducing substance use, improving the lives of those with mental illness, preparing children and adolescents for the future, improving the quality of life for those living with HIV/AIDS, and much more.

Family Service is a member of United Way of Bucks County and Social Current and is fully accredited by the Council on Accreditation. Family Service is also licensed by the State of Pennsylvania to provide mental health and drug and alcohol assessment and treatment services.

**Mission:** We listen, care and help. Every day.

**Vision:** A community where anyone can achieve their full potential.

For additional information, please visit their website at <https://www.fsabc.org/>.

## **THE POSITION**

The Chief Executive Officer for Family Service Association of Bucks County has a highly visible and critical role within the community. The CEO is viewed by community leaders, public officials, payers, foundations, donors, and clients as a collaborative partner with a genuine interest in the well-being of the community and its citizens. Family Service primarily serves low-income populations who are vulnerable and most in need. The demand for services within Bucks County from this population is increasing each and every year and the CEO of Family Service must ensure that those needs are being met. Family Service has a hard-earned reputation of delivering outstanding service and is seen as a true innovator in how problem solving is approached within the community. The CEO reports to the Board of Directors, who may be represented by its President.

## **Specific Responsibilities**

### ***Strategic Vision and Leadership***

- Provides strategic and inspirational leadership to the organization.
- Has a vision for the future and anticipates changes in the marketplace, positioning programs for success.
- Ensures long-term success by leading and retaining a high performing executive team and fostering a healthy organization in regard to leadership, culture, and diversity.
- Ensures succession planning occurs at all levels of the organization, especially as it relates to their direct reports.
- In conjunction with the staff and Board of Directors, develops an annual and long-range strategic plan for the agency.
- Ensures that internal communication is optimal throughout all levels and programs.

### ***Program Management/Operations***

- In partnership with the Chief Operating Officer, provides leadership and oversight of the diverse array of programs ensuring high quality and compliance.
- Ensures high customer satisfaction with participants, families, employees, and external stakeholders.
- Applies deep knowledge of corporate compliance to risk areas, applying risk mitigating strategies, processes, and procedures.
- Ensures adherence to regulatory requirements, organizational policies and procedures, as well as accreditation and license requirements.
- Ensures that effective risk and data-driven evidence-based quality management processes are in place and that they are effectively communicated and implemented.

### ***Fundraising and Resource Development***

- Meets aggressive fundraising goals, focusing on gifts from high net-worth individuals, corporations, foundation grants, events, and Board giving.
- Builds meaningful and effective relationships with governmental, regulatory, and funding agencies, and be viewed as a leader and partner with key decision-makers.

### ***Fiscal Management/Stewardship***

- Fully accountable, along with the Senior Leadership Team, to monitor, track, and evaluate key performance indicators that impact the achievement of annual operating plan and key financial goals.
- Demonstrates a high degree of fiscal oversight to ensure the agency is financially stable.
- Proactively and strategically positions Family Service to achieve its desired growth by evaluating and developing new business opportunities and growing programs as opportunities arise.
- Remains attuned to merger and acquisition opportunities in order to identify targets, negotiate term sheets, and oversee a process for due diligence.

### ***Board Relations***

- Partners effectively with the Board in strategic planning providing leadership and direction and in ensuring best-practice governance including committee structure, meeting schedules, policies, procedures, and board assessments.
- Maintains a strong working relationship with the Board characterized by open communication, respect, and trust.

## **Community Relations**

- Serves as an advocate and leader within the community and effectively partners with community leaders including providers, advocacy organizations, and consumer groups.
- Actively participates with national, state, or county provider coalitions as they address county, state, or Federal legislation that would impact Family Service.
- Ensures that external public relations provides visibility and proper messaging, and that social media is effectively implemented.

## **THE CANDIDATE**

The Chief Executive Officer must have an understanding of and passion for the goals and mission of Family Service Association of Bucks County and the community it serves. The ability to shepherd the Family Service team through a period of transition while keeping a strategic eye on the importance of mission and responding to the evolving needs of the community with innovative and fiscally responsible programs is essential. The new Chief Executive Officer will be a collaborative leader who cultivates trust and accountability. The successful candidate will be an outstanding communicator who clarifies goals, builds teams, and cultivates trust while at the same time demands accountability.

## **Qualifications**

- Authentic passion for the mission; a true advocate with deep respect for the families/individuals served.
- Minimum of 10 years of experience gained in progressively more senior positions, preferably in a healthcare, behavioral health, or human services organization.
- Five of the 10 years served in an executive level position.
- Visionary and strategic planning capabilities and the leadership necessary to ensure its successful implementation.
- Successful track record of operating budgets of more than \$10M in revenue.
- Successful track record of managing a workforce of 100 or more.
- Demonstrated success in nonprofit management, financial development, board relationships, and organizational and community leadership.
- Proven ability and experience in fiscal management and preparing and securing Board approval for the budget.
- Driven leader with a track record of building teams/organization, treats all co-workers with respect.
- A champion for diversity.
- Collaborative by nature with proven ability to form deep partnerships, both traditional and non-traditional.
- Strong results orientation with a focus on outcomes; prudent and structured risk taker and decision maker.
- Proven track record in fundraising and partnering with high net-worth donors, small business, and corporations.
- Adept at transformative change management and strategies that bring about desired shifts in culture.
- Deep understanding of the changing landscape in healthcare and the challenges and opportunities facing the behavioral health market.
- High moral compass with exceptional integrity, ethics, and transparency.
- Strong and effective communicator and excellent public speaker.
- Inspirational and forward-thinking.

- Ability to effectively use technology, cutting-edge business intelligence, and analytics.
- Excellent planning and organizational skills; prioritizes and delegates appropriately.
- Proven effectiveness addressing conflicts in a respectful manner.
- Master's degree from an accredited university with a business or clinical emphasis.
- Willing and able to travel between agency facilities and community or partner events.

*Family Service Association provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.*

*Family Service employees must be fully vaccinated against COVID-19 or receive an agency-approved exemption for health or religious reasons.*

**For inquiries, nominations, and applications, please contact:**

**Cathy McGeever, Managing Partner**

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