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**CANCER SUPPORT COMMUNITY PASADENA
Position Profile – Executive Director**

About the organization

The Mission of Cancer Support Community Pasadena is to ensure that all people impacted by cancer are empowered by knowledge, strengthened by action, and sustained by community. All of our programs and services are offered free of charge to individuals facing cancer, including their families and friends.

The Wellness Community was founded in 1982 in Santa Monica, CA as an outlet for those suffering from cancer to receive appropriate emotional support and education; it was the first walk-in community facility of its kind. Harold and Harriet Benjamin strongly encouraged psychosocial care and transformed the way our culture faces cancer. One of the biggest advocates of TWC was late comedian and “SNL” cast member Gilda Radner, who sought support in 1986 and advocated that similar support organizations be available everywhere. In honor of Gilda’s legacy, her husband Gene Wilder and others founded Gilda’s Club in 1991.

In 2009, The Wellness Community and Gilda’s Club Worldwide merged, forming Cancer Support Community (CSC), now the largest provider of cancer support worldwide with 42 affiliates across the US and in Canada, Israel and Japan. CSC has developed a helpline, registry, print/electronic educational materials, a Research & Training Institute and Cancer Policy Institute, and piloted an inaugural hospital-integrated model.

Cancer Support Community Pasadena (CSCP) was the third CSC affiliate, established in 1990. With just over a \$1M annual budget and 14 full- and part-time staff, CSCP has served over 20,000 people challenged with cancer, providing 12 weekly support groups, three monthly support groups facilitated by professional therapists, and over 125 monthly education workshops led by experts in their fields.

About the position

The Executive Director at Cancer Support Community Pasadena is the chief executive officer of the corporation and has overall responsibility for daily operations within the framework of Board-established policies and practices combined with state and federal regulations and national CSC standards.

Our new Executive Director will need to be innovative, creative, knowledgeable and passionate about our mission. S/he will also need expertise in strategic business planning and be savvy in fiscal management and technological advances to maintain efficiency. S/he will need to be a resourceful problem-solver who is familiar with the changes occurring in our field. S/he will maintain our standards of active participant engagement, nurture a mutually supportive team and assure a positive environment for all.

By capitalizing on the strong expertise and commitment of a capable staff and a stable governance structure, the new leader will be responsible to maintain the current positive direction, as the field itself and patterns of support for nonprofit organizations are changing. Through facility, community based, and virtual programming, we will continue to be a leader in community education and direct client (participant) service.

The Executive Director has supervision responsibility for the Program and Development Directors and all non-clinical administrative staff. The Executive Director is accountable to the Board of Directors through the Board President. The culture is collaborative and team-based.

Qualities Sought

The ideal candidate for this position will be passionate about CSCP's mission and actively work to understand and honor its rich traditions. S/he will have proven business (nonprofit preferred) management skills and be an inspirational and collaborative team builder. The ED must exhibit a facilitative leadership style, active listening with a diverse group of people, a transparent work ethic, and openness in considering and valuing the contributions of many in a collective impact effort. Essential qualifications include:

- Demonstrable knowledge, understanding and passion for the population of diverse individuals facing cancer and those who support them, and the services they need and desire;
- Demonstrated effectiveness in inspiring support and confidence and representing organizational vision, mission, goals and outcomes to a diverse group of internal and external stakeholders in a variety of venues;
- Demonstrated leadership skills in inspiring, empowering, and developing current and future paid and unpaid staff to achieve strategic goals, and experience implementing performance management and accountability systems;
- Excellent verbal, written and computer skills in order to effectively communicate and work with individuals at varied levels and backgrounds, and ability to utilize multiple media to communicate;
- Advanced knowledge of management and human resources best practices, laws and regulations (non-profit preferred); collaborative leadership style and attention to staff diversity, equity, and inclusion;
- Strong management skills to build effective organization-wide systems and structures to generate earned and unearned revenue and create impact;
- Familiarity with a small organization requiring a "hands-on" approach to operational details; eagerness to learn existing systems and programs.

Position Responsibilities

SUPPORT FOR GOVERNANCE AND PLANNING:

1. Work with the board to ensure that CSCP has a current Strategic Plan including long-range strategy to achieve its mission and objectives;
2. Work with appropriate standing and ad-hoc board committees to oversee and monitor activities to ensure that the annual goals are met;
3. Serve as staff for the board to ensure its efficient and effective discharge of its duties; assist the board in its development and training to assure high performance;
4. Ensure that new Board Members are familiar with all aspects of the organization;
5. Implement strategies to attract and retain diversity within the staff and Board of Directors.

FISCAL INTEGRITY:

1. Maintain, monitor and improve financial recording and reporting systems to ensure accuracy, efficiency, safekeeping, and understandability for decision-making;
2. Develop annual operating and capital budgets and operational plans for board approval; monitor budgets and plans, and take corrective action for variances in a timely manner;
3. Take an active role in generating and providing oversight for financial reporting that meets management needs and effectively communicates with the Board, donors and the public regarding financial status, including Audit and IRS 990.

RESOURCE DEVELOPMENT:

1. Work with the Board of Directors and Development staff to create, implement and/or refine fundraising strategies including increasing and diversifying major donor, estate-based and annual campaign revenue;
2. Oversee execution of the annual fundraising plan and ensure status updates are provided to the Board on a routine basis;
3. Maintain relationships with major funders and be aware of the local fundraising environment;
4. Speak at fundraising events as appropriate;
5. Oversee stewardship program and take an active role in maintaining relations with major donors.

COMMUNICATIONS AND PUBLIC RELATIONS:

1. Serve as the chief spokesperson for CSCP and the local spokesperson for CSC Headquarters; provide accurate and timely information regarding the organization, its programs and priorities to the media, funding agencies and other appropriate parties;
2. Represent CSCP in a consistent, positive manner via public speaking, collaborative involvement in community affairs, and maintaining positive relationships within donors, volunteers, and local organizations;
3. Capitalize on collaboration with other cancer support providers in the community, and other social service providers as appropriate;
4. Manage the flow of information among and between the Board, staff and volunteers in a manner that assures a unified operation.

OPERATIONS MANAGEMENT:

1. Remain current and well versed in the field of cancer treatment and survivorship;
2. In close conjunction with the Program Director and appropriate committees, initiate new services and/or refine existing programs (consistent with CSC guidelines) that maintain the organization's leadership in psychosocial services in the defined service delivery area, with a focus on underserved communities;
3. Monitor the evaluation of programs and ensure fiscal viability of all programs;
4. Negotiate and administer contracts for the maintenance and operation of facilities;
5. Ensure that all city/state/federal licensing requirements are satisfied and that appropriate organizational insurance coverages are maintained; ensure conformity with policies of CSC Headquarters;
6. Ensure the maintenance of the physical plant, furnishing and supplies to assure the integrity of the community atmosphere;
7. Create and update office technology plan to ensure the efficiency of the workplace;
8. Anticipate the needs for structural changes and/or expansion of CSCP facilities.

PERSONNEL:

1. Lead the organization's human resources functions to ensure adherence to all laws and labor regulations; maintain required insurance policies;
2. Develop and embrace a team-based management style, work methods and standards;
3. Conduct and direct staff development, trainings and meetings for both staff and volunteers;
4. Maintain positive morale and transparent/consistent guidance practices;
5. Review and evaluate employees' performance and execute appropriate personnel actions including salary recommendations;
6. Ensure effective utilization of staff and volunteer resources;
7. Maintain a positive work culture which values and recognizes volunteers and donors as primary resources.

Among the Priorities for the Executive position in the near term (1-2 years) are:

1. ***Fund-Raising:*** Working with the Board and the Director of Development, establish and implement a strategic resource development plan that results in growing the planned giving, foundation support, individual giving (Benefactors Society) and corporate giving programs in order to grow CSCP's annual revenues by an agreed percentage; meet established 2020 revenue goals.
2. ***Marketing/Public Relations:*** Working with available paid and in-kind resources, establish and implement an expanded marketing program that results in positive publicity and communications throughout our community, thereby increasing the awareness for CSCP's services in the community as evidenced by increase of an agreed and measurable percentage in the number of participants at the center utilizing the support groups, workshops and healthy lifestyle classes.

3. **Strategic Planning:** Working with the Board and Senior Staff, implement the organization's current Strategic Plan, with emphasis on: expansion of Resource Development; expansion of services to meet increasing demand, reflecting the organization's strategies vis-a-vis new hospital/employer partnerships and National CSC's suggested programs; potential partnering and collaboration opportunities with like organizations to expand within our defined service area in Southern California Region; implement process for new Strategic Plan development.
4. **Talent Management:** Assess and ensure policies and practices to inspire staff and leadership volunteers to achieve goals and continually nurture personal growth and dedication to our ideals.
5. **Operational:** Assess capacity and integrity of fiscal systems in light of funder guidelines and best organizational practice, and recommend systems improvements. Assess IT infrastructure needs and capacity.

Requirements of Applicants

- A four-year degree (Master's preferred) from an accredited college or university in a field related to CSCP mission and services [educational qualifications may be waived depending on work history]
- Five years of experience in a senior level of organizational administration (nonprofit preferred, with knowledge and experience in the Human Services field through personal or professional engagement) including outreach, planning, budgeting, and fiscal management, with a minimum of three years of experience at an executive level
- Demonstrated proficiency with software applications such as MS Office Suite and familiarity with the various CRM/CMS systems
- Valid driver's license, safe driving record, current vehicle insurance, and ability to use personal vehicle for CSCP business
- Willingness to travel within CSCP's service area, and beyond for conferences, etc.
- Must be able to pass criminal background check

Working Conditions

Work is performed typically in an office environment and a variety of settings among diverse stakeholders and audiences. A considerable amount of time will be spent in meetings, at a computer screen for extended periods, at events, and visiting dispersed program sites. Frequent use of electronic media will be required to communicate with stakeholders. Current staff work schedule is four, 10-hour days per week; the ED will frequently work outside normal working hours and will drive for meetings with donors and other stakeholders in the community. Occasional travel out of town and out of state will be required. Comprehensive performance evaluations will be conducted.

Compensation

Salary: \$110,000-\$130,000 DOE plus fully paid medical and dental coverage and other standard employee benefits (as outlined in the employment handbook), such as PTO, holidays and support for education.

To Apply

Interested persons should prepare a detailed, specific cover letter to remit along with a current resume through our online system at: www.findaleader.org/CSCPexec. Resumes without cover letters will not be considered.