

Journey Found Seeks Chief Executive Officer

About Journey Found

Headquartered in Manchester, CT, and established in 2013, [Journey Found](#) (JF) is a proven leader in providing behavioral, residential, and many other support services to Connecticut individuals with Pervasive Developmental Disorders and Intellectual Disabilities, enabling them to become all they are capable of being. Journey Found currently serves 74 adults with intellectual disabilities ranging in age from 21 – 82 in small (mostly 3-person) group homes and apartments, in individualized day support services, and a growing number are being supported in their own or their family's homes. Services are person-centered, and each person has an individual plan of service that addresses their hopes, wants, and needs in each aspect of their life: home, work, recreation, medical, and sometimes education.

Journey Found's annual budget is \$16.2 million, 95% of which comes from contracts with the state of Connecticut. The organization has 280 employees (~166 FTEs) and is governed by an actively engaged 10-member board.

Opportunity Going Forward

The Chief Executive Officer (CEO) provides overall leadership to the organization to fulfill Journey Found's mission of providing the best person-centered services to people with intellectual and developmental disabilities and to secure its sustainability in service to this mission.

The CEO is a visionary leader and creative individual who desires to preserve Journey Found's strong organizational culture and legacy of impact while also preparing the organization for the future. She/He/They will be willing to learn and flexible enough to adjust priorities to ensure the organization continues to fulfill its mission as new service trends emerge and changes in the environment occur.

Journey Found's next CEO will join the team at an exciting time. The organization's foundation is solid, which will allow the new leader to focus less time on day-to-day execution and more time on JF's strategic future. The field is changing, with innovations in technology presenting new ways to serve JF's clients. The new leader will have the opportunity to explore and realize the impact of new service models that align with JF's person-centered culture, leaving an imprint on the organization and the lives it touches. In addition, there is a strong team in place, and the new leader will be able to invest in the development of the people who have been providing leadership and services to the folks JF serves while welcoming new team members as the organization grows.

The Chief Executive Officer works under the general direction of the Board of Directors. Journey Found's founding CEO is retiring at the end of 2024 and looks forward to supporting the organization's new leader during the transition. The new CEO will start on/by January 1, 2025, and engage in a comprehensive onboarding process with the support of the outgoing CEO and the board.

The position is based in JF's Manchester, CT office and is expected to be on-site for the majority of the work week, with the flexibility to work remotely as their schedule and commitments permit. The individual has direct supervisory responsibilities for the Director of Finance, Chief Operating Officer, Chief of Staff, and the Directors of Clinical Services and Development and oversight of organizational consultants. The CEO's key responsibilities include:

- **Strategic leadership and planning**
 - Initiate agency strategic planning, implementation of the strategic plan, and evaluation of progress on the plan
 - Develop policy plans
 - Work toward organic or non-organic organizational growth in keeping with the mission

- **Management and administration**
 - Oversee all aspects of people, operational, financial, and promotional management
 - Foster a work culture of success, empowerment, team building, and reward for organizational effectiveness
 - Effectively resolve conflicts, deal with challenging situations, and make decisions
 - Work with the Board, staff, and consultants to negotiate and manage the collective bargaining agreement
 - Obtain the financial and human resources necessary to advance the organization
 - Oversee the development of an annual budget and priority plan that supports the strategic plan
 - Promote the agency and its services utilizing all available strategies, including digital marketing and social networking
 - Assure compliance with federal, state, and local regulations, statutes, licensure, accreditation (where applicable), and agency policy

- **Fundraising, Board engagement, and public relations**
 - Work directly with the Board to ensure a high standard of nonprofit governance and quality service delivery
 - Present regular reports to the Board of Directors on the progress of all areas of organizational function
 - Represent the agency publicly and in the media
 - Assure agency reputation through maintenance of high standards, generation of sound policy, and utilization of best practices in the industry
 - Support and participate in fund development activities

Desired Credentials/Profile of the Ideal Candidate

There are innumerable ways to learn, grow, and excel professionally. We respect this when we review applications and take a broad look at the experience of each applicant. We want to get to know you and the unique strengths you will bring to the work. We will most likely be interested in your candidacy if you demonstrate most of the qualifications and attributes listed below.

- Demonstrated commitment to Journey Found's mission of delivering high-quality, person-centered services to people with intellectual and developmental disabilities

- Ten or more years of senior managerial and administrative responsibilities in a nonprofit organization or an equivalent combination of training and experience
- At least three years of experience working with the CT Department of Developmental Services (DDS)
- Established track record of fostering a successful and effective team-based work culture
- Desired experience in non-organic growth through strategic partnerships, such as contractual collaborations, joint ventures, affiliations and mergers
- A Master's degree in social work, psychology, administration, or a related field is a plus; however it is not essential

Critical Attributes

The ideal candidate will embody many, if not all, of the following attributes:

- Is visionary; can create and communicate the plan for the future viability of the organization
- Is flexible; ensures continuity of contact for all stakeholders within the JF community
- Is kind and compassionate yet firm and confident
- Is a calculated risk taker willing to put in effort even when the return on investment is unclear; able to deal with ambiguity and possibility along with data and metrics
- Is willing to take unpopular positions for the good of the organization and the people served; willing to stand alone if necessary
- Has perseverance, integrity, and strength of conviction without being rigid
- Has a natural curiosity that leads to learning and remaining current in the industry and leadership theory
- Can effectively influence others and drive successful outcomes while also having the humility to be influenced
- Has excellent interpersonal skills and fosters a team-oriented, mission-centered work culture where staff are rewarded for their dedication and encouraged to innovate
- Demonstrates exemplary communication skills, particularly in public settings
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.

Compensation and Benefits

The starting salary range for this position is \$165,000-\$185,000, commensurate with experience and qualifications. Journey Found offers a comprehensive benefits package, including medical, prescription, dental, vision, and tax-advantaged flexible spending and reimbursement accounts; company-provided life insurance and long-term disability; Employee Assistance Plan coverage for one's entire family; eleven paid holidays; and a very generous bank of paid time off.

Application Process and Additional Information

Candidates must include a resume and a cover letter that describes how their qualifications and experience match the needs and mission of Journey Found. If taking the job requires a candidate to move to Connecticut, she/he/they should mention why that is a good fit for them at this time. Applications will be accepted until the position has been filled. Upload required documents to:

<https://eostransitions.applicantpool.com/jobs/>

Journey Found creates an environment in which employees are treated with respect, diversity is valued, and equitable opportunities for advancement and training are available. Journey Found will not discriminate in its programs or policies on the basis of race, color, religion, ancestry, national origin, age, disability, gender, marital status, sexual orientation, veteran status, military status, genetic information, or any other category protected under applicable law.

Eos Transition Partners consultant Erin Cox is facilitating the initial stage of this search. All submissions will be acknowledged and are confidential, and any questions can be submitted to Erin at: erincox444@gmail.com and ecox@eostransitions.com