



# Center for Family Support Chief Executive Officer

New York, NY



## Background

The Center for Family Support (CFS) is a human services agency based in New York and New Jersey that provides personalized support to individuals living with intellectual and developmental disabilities and the families that care for them. CFS helps participants live their best lives by offering person-centered support services and programs that empower them to grow, learn and thrive in the community.

CFS was founded in 1954 and has steadily expanded its services and currently operates dozens of small residential facilities, day programs, in-home services, congregate day programs, and self-directed supports. CFS services are funded by the Medicaid Waiver and through contracts with OPWDD, and other government programs. CFS staff provide support to over 1,400 individuals with developmental disabilities of all ages across New York and New Jersey.

To learn more about CFS, visit [www.cfsny.org](http://www.cfsny.org).

## Position

Upon the retirement of its longstanding Chief Executive Officer (CEO), CFS is seeking a strategic and mission-oriented executive to provide leadership for the continued success of CFS. The CEO will be responsible for maintaining the high quality of services to the individuals and families that CFS supports while spearheading growth and innovation to maximize impact.

The CEO will directly supervise an established leadership team of 6 and indirectly oversee over 1200 staff. The CEO will also report to, and work closely with, the CFS Boards of Directors of the four CFS entities (New York, New Jersey, Self-Directed Services, and CFS Foundation).

The successful candidate will have experience developing and leading effective teams in large, mission-driven organizations. They will be a strategic thinker, an excellent communicator, and network builder that can instill trust while balancing the needs of multiple stakeholders. They will have the ability to cultivate innovative approaches, ensure accountability and take on new opportunities with energy and enthusiasm.

## Role Priorities

- Develop and communicate a shared vision, mission, and associated strategic plan for the organization
- Focus on strategic growth opportunities, which may include strategic alliances, mergers, acquisitions, and new fundraising opportunities
- Ensure the short- and long-term financial health of CFS



- Continue to support an organizational culture that fosters respect, accountability, and teamwork
- Serve as a strong advocate for CFS and raise the profile of the organization with funders, legislative leaders, and associations related to I/DD
- Cultivate a strong and transparent working relationship with the four Boards of Directors

## Responsibilities

### Strategic Vision and Leadership

- Foster the development of a common vision for staff and the Board of Directors
- Drive the execution of a strategic plan by implementing needed structure and resources; develop and hold the team accountable for key performance metrics
- Maintain overall responsibility, accountability, and authority for the management of day-to-day operations of CFS and its programs
- Communicate all changes in regulations and policies governing programs and services and ensure all programs, supervisors, and staff are complying
- Lead the development of innovative and impactful programming to meet the challenges of current and future regulatory and fiscal environments

### Board & Team Management

- Provide effective and inspiring leadership for the organization through active engagement and involvement in programs and services while fostering a positive culture
- Cultivate a strong working relationship with the Boards, ensuring that they will be empowered to implement strategic goals and actively engage in governance responsibilities
- Mentor, coach and develop the executive and senior leadership team with an emphasis on developing capacity for inter-departmental collaboration, strategic decision-making, and innovation; ensure succession planning
- Engage members of the leadership team to facilitate cross-departmental collaboration that ensures that all financial, technology, and HR solutions positively support CFS' evolving strategy, operational delivery, and growth needs
- Contribute to the organization's efforts to promote an organizational culture of collaboration, transparent and frequent communication, alignment with a common vision, and celebration of success in both specific projects and broader organizational objectives
- Improve staff recruitment & retention strategies, particularly at the direct support professional level

## Advocacy and Community Relations

- Advocate for CFS through external relations with OPWDD, DDD, and other relevant government agencies, working to ensure the protection of the rights of program participants
- Serve as a public ambassador, spokesperson, and thought leader in various types of media, raising awareness about CFS
- Cultivate existing and new partnerships with external stakeholders (e.g., government, corporations, and the media) that support individuals with I/DD
- Establish a presence with the larger I/DD ecosystem via active participation in I/DD groups, associations, and advocacy platforms

## Financial Oversight & Resource Development

- In collaboration with the CFO, ensure fiscal oversight, accountability, and sustainability
- Maintain a strong, effective, and collaborative working relationship with OPWDD and DDD
- Work to advance the organization's strategic goals by diversifying and deepening funding sources
- Actively pursue new opportunities to grow CFS through formal and informal alliances, partnerships, mergers, and/or acquisitions
- Support fundraising efforts in collaboration with the Director of Development

## Qualifications

The ideal candidate will offer the following qualifications:

- Passion for CFS' mission and supporting individuals with intellectual/developmental disabilities and their families
- Experience and/or knowledge of working with the I/DD community and services is strongly preferred
- Proven track record leading large and complex mission-driven organizations
- A culture and team builder who motivates others and has demonstrated success fostering a diverse, inclusive, and collaborative environment
- Track record of collaborating with and navigating legislatures and regulatory bodies (familiarity and experience with New York and/or New Jersey preferred)
- A forward-thinking and growth-minded leader that is not afraid to question the status quo and has demonstrated success in implementing new initiatives
- A skilled communicator, with the ability to build strong, transparent relationships with diverse stakeholders, including Board, staff, as well as clients, and families
- Experience with strategic alliances, mergers, and/or acquisitions preferred

## Salary

Center for Family Support offers a competitive base salary and benefits package that includes generous PTO, medical, dental, and vision plans with Cigna, as well as a retirement plan funded by CFS.

The anticipated annual salary range below describes the minimum to maximum base salary range for this role.

Base Salary Range:  
\$310,000-\$350,000

*The Center for Family Support is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, marital status, age, physical or mental disability, disability or veteran status, or any other category protected by applicable federal, state or local laws.*

To apply for this position, please click [HERE](#).

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