

## The Carson Center for Human Services Seeks a Chief Executive Officer

Our mission is to help people achieve greater health and well-being in everyday life. We bring compassionate expertise to behavioral health, wellness, and education services for people of all ages and abilities.

*"Real help with real life"*



Children, teenagers, couples and adults come to The Carson Center for help with all sorts of problems-- some that are brief, others that are chronic or severe. Using various treatment, recreation and rehabilitation approaches, highly trained, caring professionals help people of all ages with mental health and substance abuse problems, developmental disabilities, and traumatic brain injuries, striving to maximize their

participation and satisfaction in school, work, family, and community life. The Carson Center helps children get off to a good start in school through early education and care programs, offers support to young parents trying to break out of the cycle of poverty, and is actively engaged in domestic violence prevention.

### The Opportunity

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The Carson Center seeks a CEO to lead this caring, well-established western Massachusetts organization on its path to strong fiscal stability, the highest of quality care, dynamic staff support, and forward thinking partnerships using the four directions identified in its recently adopted strategic plan. The new CEO will have the opportunity and challenge to guide the organization to fulfill these goals.

- ◆ The Carson Center is committed to maintaining and further enhancing quality services to each person served. The organization will do this through further implementation of its continuous quality improvement program, ensured capacity to offer models of treatment that have been demonstrated to be effective, improved collaboration and awareness among agency programs, and improved timeliness of services for new clients.
- ◆ The Carson Center recognizes current economic realities and shifts in state funding. It must continue to strengthen its organizational and financial capacity by building the fund balance through operational surpluses and private fundraising, and further assess the organizational infrastructure and human capital capacity. Carson Center will increase the agency's efficiency and communication by developing information technology systems and exploring the possibility of undertaking a capital/endowment campaign.
- ◆ Carson Center continues to focus on the professional development of staff while providing a positive, safe, and supportive quality of work life environment. This goal will be met by working to offer competitive compensation for all positions, enhancing the cultural competence of all agency staff and board members, and increasing the number of bi-lingual and bi-cultural staff.



Responsive training, education, and internship programs and policies remain vitally important as does providing supports for staff to help them cope with increasing demands.

- ♦ Strategic relationships and diversification of services are vital to The Carson Center. While still committed to its roots in the Westfield and Ware areas and remaining itself as an independent non-profit agency, Carson Center will continue to evaluate the regional environment and opportunities for affiliation to diversify the services offered and the communities served. This will be accomplished through new community alliances with police, physicians, and schools, for example, and expanded services that meet the needs of individuals and communities, such as satellite clinics, and continued development of



evidence-based practices, mobile rapid response services, and other services for underserved populations. Two other externally focused goals are expanded public relations to educate the community about specific mental health and rehabilitation services and issues and building public policy influence as it affects the capacity of the agency to deliver high quality behavioral health care services.

### **The Organization**

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Founded in 1963, The Carson Center is a private, nonprofit agency located in Westfield, MA with services in Ware, Springfield and surrounding areas as well. Carson Center's services include outpatient mental health and substance abuse treatment, crisis intervention, crisis stabilization and respite, intensive care coordination and family support, traumatic brain injury services, psychiatry, outpatient services, and community support. Behavioral health services, child care, young parent support, and recreational therapy are provided through Valley Human Services, its branch in Ware. Carson Center values its affiliations with Noble Hospital, the University of Massachusetts Memorial Healthcare, and BHN, and collaborations with other community agencies. The clinical programs are licensed by the Massachusetts Department of Public Health and the organization also provides APA-accredited internships in professional psychology and masters level social work internships, among other training programs.

The Carson Center maintains an operating budget of \$16 million and employs 340 staff. Many of its specialized services are supported wholly or in part by contracts with the Massachusetts Department of Mental Health, the Massachusetts Department of Developmental Services, and the Statewide Head Injury Program, and the Carson Center accepts most third-party insurances. The 21-member Board of Directors is active, long-term, and dedicated to the mission, and represents a broad spectrum of businesspeople, providers, and community members.

### **The Ideal Candidate**

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The successful candidate must be a compassionate leader with strong management, organizational, communication, and consensus-building skills. Specifically, Carson Center is

looking for a candidate with clinical behavioral health knowledge who has the breadth of nonprofit experience and confidence to lead a mid-sized organization and who can demonstrate the following experience, skills and attributes:

- Systemic and strategic thinker; can see the Carson Center beyond its current service delivery, allowing for flexibility as the new face of client service develops. Can anticipate trends and capitalize on opportunities and the resourcefulness, creativity, decisiveness, and competence to lead the staff and organization in new directions.
- Working knowledge of behavioral health, treatment models and the MA service delivery and contract systems, or demonstrated ability to learn MA behavioral health systems.
- Collaborative; is focused on positive team dynamics, sharing success and engaging others – staff, service and community partners, and board members – to develop solutions and integrate and enhance services.
- Seasoned in nonprofit business and with finance depth and aptitude.
- Experienced with volunteer board development work
- Excellent communicator; acts as an articulate, effective and visible spokesperson and advocate for the organization and behavioral health through public appearances, community participation and written communications.
- A facilitative leader; able to find common ground among conflicting interests and bring groups to accomplish goals by inspiring focus in a shared direction.
- A steward of an organizational culture that welcomes diversity, individual and team responsibility, open communication, mentoring, and mutual support and respect.
- Compassion for the clientele and the employees, and the desire to make the community a caring place to live.



A graduate education degree in a related field and 5-7 years of leadership experience is required.

### **Application**

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The Carson Center for Human Services is an Equal Employment Opportunity employer and actively seeks a diverse pool of candidates. Competitive salary and benefits package is offered, commensurate with experience.

This search is being conducted by Third Sector New England's Executive Transitions Program with Transition Consultant Nancy Jackson. To apply, please go to [Carson Center application](#)

Please include cover letter, resume, salary requirements, and where you learned of the position. Only electronic submissions will be considered. Applications will be reviewed until a candidate is hired, with a final deadline of January 23, 2012.