



CHIEF EXECUTIVE OFFICER Position Profile



ShelterCare, located in Eugene, OR, is seeking a professional, experienced, and compassionate leader to help shape and lead the future of the organization. With dynamic and visionary leadership, the new CEO will increase ShelterCare's ability to grow and respond to community needs, strengthen its operational excellence, and encourage greater philanthropic support.

Hagel Executive Search
253.693.2780

Hope is here.

ShelterCare is a leading provider of shelter and behavioral health services to hundreds of individuals and families who are experiencing and overcoming homelessness in the Lane County area. Founded in 1970, ShelterCare has grown exponentially over the years and has worked to stay on the leading edge of services to its consumers. In 2017-2018 ShelterCare served 1,531 individuals. The organization is highly respected throughout the area and the state of Oregon for the quality of its services.

ShelterCare is governed by a thirteen member volunteer board of top community leaders and listens carefully to a consumer council designed to give consumers a voice in all levels of ShelterCare. The CEO reports directly to the Board, leads a top quality staff of 122 professionals and is responsible for all day-to-day operations. The new CEO will succeed a highly respected retiring executive who has served the agency and its consumers for more than twenty-seven years.

Total revenue in the 2017-2018 fiscal year was \$8,675,796. Support for programs comes from federal, state, and local grants and contracts; United Way; and private and corporate donations. ShelterCare also earns fee-for-service revenue under various contractual arrangements.

ShelterCare provides a caring environment where people find hope and achieve significant success rebuilding their lives.



For more information about ShelterCare go to:

www.sheltercare.org

MISSION

ShelterCare enriches lives through exceptional services that nurture hope, opportunity and dignity.

VISION

Inspiring all to create a home in our community.

VALUES

Collaborative

Our employees, partner agencies and volunteers work together for the benefit and support of our communities.

Person-centered

Each service we provide is individualized, culturally appropriate and strength based because each person we serve is unique.

Compassionate

We provide a caring environment where people find hope and rebuild their lives.

Result-focused

We help people regain success and achieve independence.



PROGRAMS

Housing Services for Families

ShelterCare helps families avoid homelessness or be quickly rehoused. The organization provides financial assistance and case management to families who are facing a loss of housing, have lost housing, are at risk of losing their children due to a housing crisis or who need short-term shelter.

Permanent Supported Housing

ShelterCare provides low or no-barrier housing for individuals who have been chronically homeless and are medically fragile or are living with a mental illness. Clients are paired with a housing specialist who helps residents connect to resources and have access to peer support specialists who teach needed daily living skills.

Short-Term Housing

ShelterCare provides short-term housing support and shelter (3 mos to 2 yrs) for adults who are medically fragile, chronically homeless, or frequent users of hospitals and criminal justice systems. Clients are connected with a care team who help them connect to resources, learn skills, and find permanent housing.

Behavioral Health Services

ShelterCare provides mental health supports to individuals diagnosed with a mental health condition, and those coping with traumatic stress related to homelessness.

Uhlhorn Day Center

Uhlhorn Day Center is a weekday activity center for adults with cognitive disabilities such as brain injury, dementia, Alzheimer's, Parkinson's Disease, and more. It is the only adult day service to accept Medicaid in Lane County.

THE POSITION



The ideal candidate will possess the following personal attributes:

- Strategic thinker
- Strong leadership skills
- Effective communicator
- Passionate about quality of services
- Impeccable integrity
- Consumer-focused
- Critical thinker
- Ability to hold self and others accountable
- Receptive to ideas of others
- Collaborative
- Committed to diversity, equity and inclusion
- Problem solver
- Sense of humor

The ideal candidate will exhibit the following behavioral and professional competencies:

Visionary – Confronts the complex realities of the environment and simultaneously maintains faith in a different and better future, providing purpose, direction and motivation

Team Builder – Ensures that the right people are in the right roles at the right times; fostering commitment, trust, and collaboration among multi-cultural leaders and stakeholders

Resource Development - Provides the leadership necessary in identifying and maximizing financial support from all sources, traditional and non-traditional, that can be mobilized for organizational impact

Collaborator – Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement

Business Acumen – Possesses a high-level of broad business and management skills and is effective at managing the financial resources of the organization

Relationship-Oriented – Understands that people come before process and is astute in cultivating and managing relationships toward a common goal

Results-Driven - Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact

Network Oriented – Values the power of networks; serving to leverage the agency's breadth of community presence, relationship, and strategy

Mission-Focused – Committed to create organizational change that supports the mission

Outward-Turning – Understands the dynamics of local, regional, and national environments, and works on an agenda rooted in the community's own perception of its needs and aspirations

Governance and Voluntarism - Values the roles that volunteers play in the organization in its operations, governance and fiduciary responsibilities

Brand-Steward – Is a steward of the brand and understands his/her role in growing and protecting the reputation of the organization

ShelterCare's Strengths, Focus & Opportunities



Strengths

- ShelterCare is a highly collaborative, willing partner with other community programs
- ShelterCare is highly respected by funders and is a strong advocate for increased or new funding from state and local sources
- Provides values driven, caring and compassionate services to vulnerable and fragile populations
- ShelterCare is the primary provider of behavioral health services to the homeless in Lane County
- ShelterCare is very consumer-oriented, meeting people where they are and respecting them for who they are



Initial (first 18 months) Focus for the CEO

- Build strong, transparent relationship with the Board of Directors
- Develop strong, transparent internal and external relationships with staff and key partners, funders and stakeholders
- Assess the organization for process improvement, staffing structure opportunities and employee retention
- Develop and implement updated strategic plan
- Become conversant with the complexity of ShelterCare programs and funding sources with a focus on sustainability and growth



Longer Term Opportunities & Challenges

- The TAC report on homeless services in Lane County presents both opportunity and challenge as ShelterCare's role in the solutions is shaped
- Integrated health will provide new opportunities for partnering and collaboration to provide wrap-around services for ShelterCare clients
- Increased efforts to position ShelterCare as a local, state and national thought leader in homeless issues can increase ShelterCare's ability to attract additional grants and philanthropic giving
- Maintaining funding for programs as funding patterns change

WORKING RELATIONSHIPS

The CEO is expected to interact with the following on a regular basis. Teamwork and a professional public presence are essential.

- Board of Directors
- ShelterCare staff members
- Top community leaders in the non-profit and for-profit sectors
- Current and potential funders
- Top elected and public officials at the federal, state, county and local levels
- Current collaborators and partners
- Key leaders in behavioral and public health organizations at the local, state and national levels
- Leaders of communities of color and the LGBTQ community
- Groups representing individuals with mental and physical disabilities
- Leaders who work to provide services to vulnerable populations

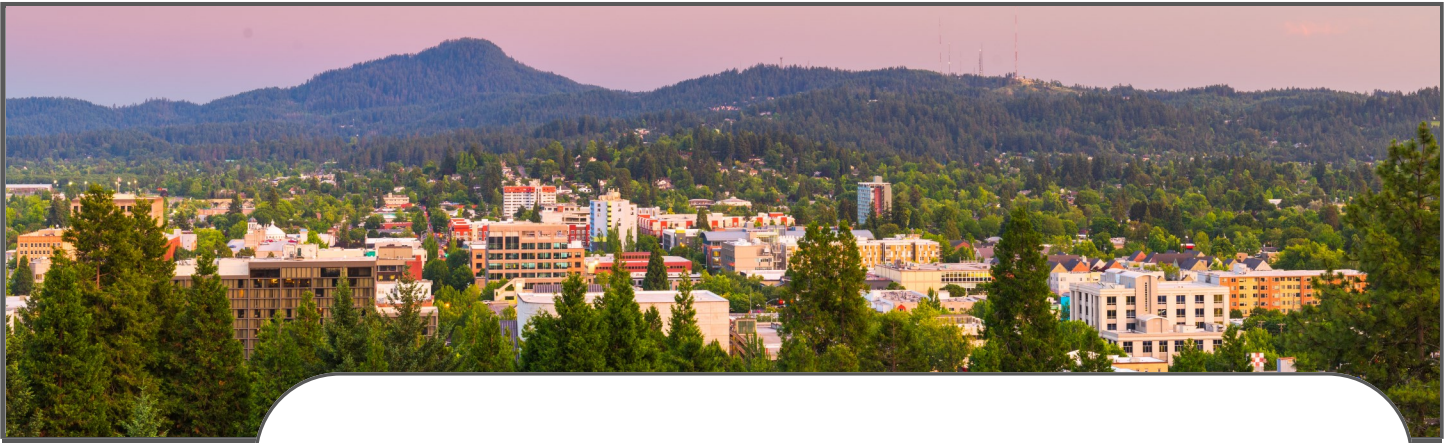
MINIMUM QUALIFICATIONS

Seven or more years of progressive, measurable senior management and leadership success in a complex nonprofit organization. Domain knowledge in one or more of ShelterCare's program areas desired. Strong financial and business acumen. Experience working with a volunteer board of directors. Ability to empower, mentor, motivate and engage staff and volunteers. Excellent communications skills. Demonstrated commitment to the principles of diversity, equity and inclusion.

COMPENSATION & BENEFITS

Shelter Care is pleased to offer a very competitive compensation package to candidates including health and retirement benefits.





LIVING & WORKING IN LANE COUNTY, OR

Located in the beautiful Northwest and nestled in the south end of the Willamette Valley, Lane County and its sister cities of Eugene and Springfield are known for their walkable downtown areas, vibrant shopping, and long collegiate history. With a rich mix of arts and culture, shopping and dining, entertainment, sports, and scenic outdoor activities, Lane County is an extraordinary place to live.

Eugene and Springfield are located about 50 miles east of the Oregon Coast. With city populations of approximately 178,000 and 71,000 respectively and a Lane County population of more than 440,000, it is one of the state's largest metro areas along with Portland and Salem. The Willamette and McKenzie Rivers run through Eugene and Springfield, which makes the area an opportune spot to fish and bicycle along the banks. If you're looking for world-class golfing, cycling, sailing, kayaking, skiing, rafting, windsurfing, or just about anything else, look no further.

The largest employers are PeaceHealth Medical Group, the University of Oregon, and the Eugene School District. Largest industries are wood products manufacturing and recreational vehicle manufacturing. Affectionately nicknamed "TrackTown USA," the University of Oregon will host the 2020 Olympic track trials and the 2021 Track and Field World Championships. The area provides higher educational opportunities at the University of Oregon, Lane Community College, Northwest Christian University as well as through other smaller institutions and programs.

Eugene's slogan is "A Great City for the Arts & Outdoors," which depicts its rich arts and recreation history. The top flight symphony, magnificent theater productions, as well as the Bach Festival are just some of Eugene's artistic treasures. The Saturday Market, open every Saturday from April through November, was founded in 1970 as the first "Saturday Market" in the United States. It is adjacent to the Lane County Farmer's Market in downtown Eugene. All vendors must create or grow all their own products. The market reappears as the "Holiday Market" between Thanksgiving and New Year's in the Lane County Events Center at the fairgrounds.

Eugene's culinary scene is also top notch and heaven to any farm-to-table connoisseur. The Oregon soil produces amazing fruits and vegetables, which also provide excellent wine and hops for brewing beer. In addition, the nearby Pacific Ocean offers sustainably caught crab and tuna. The mild climate also delivers tasty hazelnuts, marionberries and exotic mushrooms.

For more information on living in Eugene go to <https://www.eugene-or.gov/>



TIMING AND APPLICATION

Applications that are received by **5:00 pm on Thursday, September 19th** are assured full consideration. It is anticipated that final candidate interviews will be held the week of October 28, 2019.

To apply or view the current status of the position go to:

www.hagelsearch.com/sheltercare

All submissions will be acknowledged and will be held in strict confidence until finalists are selected. The starting date for the successful candidate will be subject to discussion between the candidate and ShelterCare.

Finalists for the position will be required to participate in a behavioral assessment. The assessment is web-based, takes about 65 minutes, and helps match the candidate's attributes and competencies with the desired attributes and competencies for the position. All results are held strictly confidential. Formal background checks will be conducted on finalists for the position, with their permission.

CONTACT INFORMATION

For further information please contact: Frank Hagel 253.693.2780 - frank@hagel.net or Marcia Walker at 253.693.4072 - marcia@hagel.net. DO NOT submit your application to these email addresses.

EQUAL OPPORTUNITY



ShelterCare is committed to a policy of equal opportunity. Accordingly, all applicants, employees and client populations served by the programs of the agency shall be treated fairly and equally and decisions will comply with all applicable local, state and federal laws.