

GoodCitizen

Family Eldercare
Chief Executive Officer
Austin, Texas

About Family Eldercare

Family Eldercare was founded in 1982 as a grassroots response to a community need. Founders Jackie Lelong and Tina Dublin were experts in the field of aging and took action to fill an unmet need. Over the last 40 years, the legacy of our founders lives on in the innovative programs we create to meet the evolving needs of our community.

Austin has one of the fastest growing populations of older adults in the US, and Family Eldercare is growing to meet the evolving needs of the community. For older adults, adults with disabilities, and veterans who need help meeting their basic needs, Family Eldercare is one of the only nonprofit organizations in Central Texas effectively providing low cost, wraparound services that promote their independence and stability. Medicaid, Medicare, and VA benefits pay only a fraction of the cost of providing these services. The philanthropic support Family Eldercare receives helps subsidize services so that they are available to people with low or very low income at little to no cost to them. Family Eldercare employs approximately 120 people to provide a wide range of services to a diverse group of clients – over 10,000 individual people last year.

All Family Eldercare services focus on maintaining safe, affordable, and stable housing in the least restrictive environment possible; preventing abuse, neglect, and exploitation; promoting health, well-being, and dignity; and supporting people living on a fixed income. It was no different during the pandemic. Much of Family Eldercare's focus was ensuring that the basic needs of clients were met, that they were not evicted, and that they stayed safe and received supportive services during this unprecedented time.

Vision – All Texans thrive with dignity and purpose in supportive communities and are financially secure.

Mission – Family Eldercare is the expert on the journey of aging, providing services tailored to the individual to promote independence and stability.

Programs

Housing and Community Services – The staff is a fierce advocate for aging in a supportive community. This program offers a continuum of services to keep the Austin community stably housed, financially secure, healthy, socially connected, and protected from abuse, neglect, or exploitation. For the thousands of older adults experiencing or at risk for homelessness in Austin, having a safe, affordable place to live is the first step of this journey.

Health and Wellness – Family Eldercare’s Health and Wellness programs are designed to promote physical, mental, and social well-being among Central Texans. Many of these services are provided in the home at low or no cost to reduce barriers.

Advocacy and Outreach – The staff is an unwavering supporter for the independence, dignity, and health of older adults and adults with disabilities. Family Eldercare believes in a community where people with disabilities, older adults, veterans, LGBTQIA2S+ seniors, and people with housing insecurities can safely age in place with dignity and independence.

The Opportunity

For 40 years, Family Eldercare has served older adults and those with disabilities and garnered a reputation of providing quality services to the community across central Texas. The organization seeks a dynamic, strategic, and empathetic CEO who will build upon this history and engage staff, partners, funders, and community members in embarking on Family Eldercare’s next chapter.

This leader will have substantive experience in programs, senior management, finance/operations, and fundraising from various revenue sources, including restricted and unrestricted grants from government agencies, private foundations, and individual donors.

Reporting to the Board of Directors, the CEO will have strategic, financial, programmatic, and operational responsibility for Family Eldercare, including oversight of an annual operating budget of \$11 million and staff of over 100. This position is based in Family Eldercare’s office in Austin, Texas.

The CEO's specific areas of responsibility include, but are not limited to:

Key Responsibilities

Strategy Vision and Oversight

The next leader will manage Family Eldercare's strategic efforts to provide high quality and innovative services to the clients in our community. They will lead ongoing strategic planning and implementation processes that advance the organization into the future. This will entail incorporating feedback from staff, board, community, partners, and funders. The next CEO will create a clear and bold vision and work across the organization to refine and implement that vision. This also includes attention to key metrics that evaluate the performance of each program.

Strategic Growth

The next CEO will be comfortable with change and growth management, specifically in a nonprofit organization, and will be able to work alongside staff and stakeholders at every level to ensure that the organizational structure meets its goals and objectives. A specific priority will be assessing organizational activities, policies, and systems so that they are best managed and implemented at all levels. This person will be committed to developing collaborative teams and individuals, to strengthening internal communication processes, and to building strong relationships between staff and the Board of Directors.

People and Culture Leadership

Family Eldercare's biggest strength is its people. The organization is fortunate to have a passionate, talented, and mission-driven staff. The CEO will value the importance of listening and incorporating staff feedback on culture, operations, programs, and other areas. This leader will provide strong people and culture leadership that embeds equity and inclusion throughout all parts of the organization. The CEO will ensure that Family Eldercare attracts and retains top talent, continues to grow and strengthen values-based culture, and operationalize equity, diversity, and inclusion strategies. The CEO will directly supervise a skilled senior leadership team.

Financial and Operational Management

This leader will ensure effective financial, legal, and operational management of Family Eldercare, including monthly, quarterly, and annual reviews and aligning budgets with strategic plans. The CEO will engage program leaders on the process of setting and meeting budgets and financial forecasting. The CEO will make sure that Family Eldercare's internal systems and processes support the work and continue to evolve as the organization grows and that all contracts and agreements are appropriately reviewed and managed. In addition to managing finances, the CEO will be responsible for ensuring ongoing revenue generation through business development and fundraising.

Board Engagement and Management

The CEO will provide ongoing management, communications, and updates to the Board of Directors, including supporting committees; planning and executing agendas and materials for board meetings and retreats; and, in collaboration with Board members, developing and implementing strategies for succession planning, equity and inclusion training, recruiting and other board development initiatives. They will collaborate with board members on overarching strategic direction and to develop and pursue new fundraising opportunities.

Ideal Candidate

Family Eldercare seeks a visionary, people-focused, mission-driven leader to move the organization into its next phase of strategic growth. The CEO will be a seasoned leader and manager with experience in growth and change. This leader will be deeply motivated by the organization's mission and commitment to equity, diversity, and inclusion. The CEO will be skilled at building trust and sustaining transparency throughout the organization.

The ideal candidate must be a data-driven, results-based leader with demonstrated experience managing policies and systems. This leader must have a proven ability to recruit and retain exceptionally talented and diverse teams. In addition, this person must be an incisive problem solver with outstanding communication skills and possess the fiscal expertise to manage a complex operating budget.

Finally, the CEO must possess strong interpersonal skills that enable transparent and effective collaboration and engagement with a multitude of stakeholders, including staff, Board of Directors, funders, partners, community, and clients.

Experience with trauma informed care, case work, and in direct service nonprofit settings is an advantage. A familiarity with blended funding streams, including knowledge of grants and government contracts is an asset. An interest in and understanding of aging services, homelessness prevention, and/or real estate development processes, particularly in a growing city environment is valued but not required.

This position is based in Family Eldercare's office in Austin, Texas. The CEO may need to travel occasionally throughout the state and country.

Qualifications

With the understanding that no one person will offer every desired skill and characteristic outlined below, compelling candidates will offer much of the following:

Strategy Vision and Oversight

- Demonstrated experience defining clear outcomes, establishing data processes and infrastructure to track progress, and helping teams course-correct based on the data to achieve long term performance targets. The CEO will be able to set priorities, make decisions, and assess risks.
- The ability to draw in information from relevant sources to guide strategy development.
- Ability to articulate an inspiring vision.
- An extensive portfolio of working successfully with community leaders, businesses, government, and other and organizations

Strategic Growth

- Strategic thinking skills, including the ability to analyze and synthesize large amounts of data quickly, drawing conclusions and informing strategic decisions.
- Experience building a robust culture of philanthropy, identifying and capitalizing on alternative revenue streams, and managing resources effectively, and representing the organization to clients, donors, the public, government, and other key external sources.
- Knowledge to guide, direct, and motivate team members and to establish long range goals to meet the future needs of the organization and community.

People and Culture Leadership

- The ability to effectively manage people and teams, including setting

performance expectations, with an understanding of what it takes to build a supportive, collaborative work culture.

- Comprehensive experience with diverse cultures and communities and the proven capacity to embrace inclusion and equity in all aspects, including the ability to recruit, welcome, develop, and build an integrated and inclusive organization.
- Strong people and team leader with the confidence to make decisions and share the why, delegate effectively, establish a culture of ongoing feedback, and provide a coaching and mentoring approach that fosters growth and attracts and retains talent.
- A commitment to leading with humility, fun, collaboration, and continuous learning.

Financial and Operational Management

- A commitment to building a culture of evidence-based decision making, performance management, and continuous improvement.
- Demonstrated aptitude for financial strategy and decision-making in a complex economic environment; significant experience in building a culture of entrepreneurship and managing allocations and incentives in a complex budget.
- Skill in monitoring and controlling resources and overseeing spending and strengthening work processes.

Board Engagement and Management

- Experience effectively engaging and motivating board members in strategic planning and fundraising.
- Capacity to mobilize the talents of the board chair and other board members and measure board effectiveness.

Compensation and Benefits

The projected salary for this role is \$180,000- \$220,000. Family Eldercare offers competitive medical, dental, vision, life, and disability insurance, healthcare and flex spending accounts, paid holidays, personal days, sick, and vacation time, recognition program, flexible work schedules, wellness initiatives, referral bonuses, and discretionary 5% 403(b) match after one year of service.

To Be Considered

Family Eldercare is committed to a culture of diversity, equity, and inclusion. We

strongly encourage people of color, LGBTQIA2+, individuals with disabilities, parents, caregivers, and veterans to apply. We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status or any other characteristic protected by law.

Please submit your resume and cover letter expressing your interest in the position and fit for the role via the “Become a Candidate” position on [GoodCitizen’s website](#). Letters may be addressed to Martens Roc.

GoodCitizen has been exclusively retained by Family Eldercare to lead this search. For questions, please contact:

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