



## SHANGRI-LA POSITION DESCRIPTION

### Chief Executive Officer (CEO)

**JOB TITLE:** Chief Executive Officer (CEO)

**QUALIFICATIONS:**

Minimum of a bachelor's degree and 10 –15 years of experience in program management, development, fundraising, and personnel management of a multisite organization. Mission-focused, seasoned, strategic, and process-minded with experience working with boards of directors, leading an executive management team, and developing a performance culture among a group of diverse, talented individuals. Further experience in public speaking and utilizing one's own image to bring positive awareness towards an organization for development and fundraising efforts.

Requires demonstrated competency, including but not limited to: strategic thinking and scanning, change management, masterful execution, culture development, business acumen, visionary and adaptive leadership, ability to build trust inside and outside the organization, and an ability to motivate others and build optimism throughout a diverse organization.

Requires continuous and effective use of interpersonal relationship, communication, emotional intelligence and organizational skills. Must be able to establish and maintain effective relationships for organizational and program leadership, negotiation, conflict resolution, interactions with internal and external customers, as well as with public and private organizations. Capable of effectively communicating complex information both verbally and in writing for program and policy development, group presentations, training and mentoring programs; must be both results and people oriented; decisive with the ability to exercise consistently sound and independent judgment. Requires the ability to develop, organize and implement complex projects in conjunction with daily operations. Understands the necessity and demonstrates the skills of effective delegation. Must have proven problem solving, data analysis and information management skills. Required to understand and apply sound financial management and budgeting principles. Demonstrated ability to use and/or learn current computer software. Must be knowledgeable of current laws, rules and regulations relevant to business operations and program management.

Must maintain a strong commitment to the mission with a demonstrated ability to present a positive image and attitude regarding the organization.

Must have current Oregon driver's license and acceptable driving record, and the ability to be approved through the DHS Background Check Unit CRIMS process for IDD services and MH services.

**FUNCTION:**

Reporting to the Board of Directors, the CEO is responsible for guiding the strategic direction of the organization, and enhancing the organization's internal processes and infrastructure in a way that will allow for further growth and advanced mission fulfillment.

Focuses on the core fundamentals of the organization to enable it to achieve its long-term vision. Areas of focus include: organizational operations; vision, mission and values – building culture; governance; strategic direction, planning and management of strategic cycle; quality assurance; and financial sustainability. Assures the organization's fiscal, operations, services and programs, marketing, human resources, technology, and programmatic strategies are effectively implemented across all segments of the organization.

Provides the direction and leadership to ensure Shangri-La has the operational processes, systems, infrastructure and financial strength in place that will allow Shangri-La to continue to thrive and fulfill its mission. The CEO is the leader of Executive and Leadership Teams.

**WORKING CONDITIONS:**

This position is salaried and exempt. The CEO is expected to carry out duties at anytime, as events may require a varied schedule, unpredictable hours, and unanticipated tasks. Position requires overnight travel and day trips as necessary amongst the Oregon service locations throughout the Willamette Valley and the central Oregon coast.

Work usually occurs in an office setting. Often work assignments occur outside the office, requiring the operation of a motor vehicle and possible exposure to seasonal weather conditions, noise, fumes, dust, unsanitary/infectious substances or chemicals.

**STATUS: Exempt** (Compensation is established by the Board of Directors in accordance with policies)

**RESPONSIBLE TO: Board of Directors, Board President**

#### **KEY RESPONSIBILITIES:**

##### Organizational Operations

- The CEO will lead a team of qualified professionals, committed to working with integrity to ensure that systems and supports are in place to safeguard and promote the intellectual and tangible resources of the organization. Provides effective and inspiring leadership by developing a broad and deep understanding of all programs and services; and provides the direction and leadership to the strategic planning process that determines the operational and programmatic strategic initiatives.
- Ensures that laws, contracts, agreements, rules, practices and regulations applying to all aspects of this operation are addressed and followed.
- Establishes and/or maintains organizational structure to ensure the achievement of strategic objectives. Serves as principal external representative of the company; manages public relations, and serves as internal/external spokesperson for company messages.

##### Vision, Mission and Values – Building Culture

- The CEO collaborates with the Board to determine the company's mission, vision, values, and short and long-term goals. Responsible for assuring that programs and services carry out the vision, mission and values of the culture as the Executive Team and other stakeholders carry out the mission.
- Responsible for assuring the culture is developed and maintained consistent with the vision, mission and values, and ensures policies, practices and training are implemented to maintain the culture. Sets the culture (tone and direction) for relations with key internal and external constituents. Serves as the representative of the organization for stakeholders and the community-at-large.

##### Governance

- The CEO collaborates with the Board to refine and implement the strategic plan while ensuring the budget, staff, and priorities are aligned with the core mission. Keeps the Board fully informed on the condition of the organization and on the important factors influencing its staff, current programs and services, and proposed programs and/or services. In addition, provides the Board the data and reports as requested.
- Responsible for the development and monitoring of succession-planning for top leadership positions; and ensures all critical executive positions are adequately staffed.

##### Strategic Direction, Strategic Planning, and Strategic Management Cycle

- Working closely with the Board, the CEO sets the corporate strategic direction and ensures that the strategic management cycle is implemented to manage the planning process of the organization. Works closely with the human resources director, finance director, Executive Team, and full Leadership Team to address organizational strategic issues.

##### Quality Assurance

- The CEO ensures the formulating and execution of comprehensive marketing, branding, and development strategies that will ensure consistence throughout the organization. Ensures implementation of and monitors effectiveness of policies, directives and procedures.

##### Financial Sustainability

- The CEO is responsible for allocating the capital and resources of the organization; oversees the financial status of the organization including financial reports, long and short range financial plans, budgets and ensuring sound financial controls are in place; sets financial priorities accurately to ensure the organization is operating in a manner that supports the needs of the programs, services, and staff. Ensures that the flow of funds permit the organization to make continuous progress towards the achievement of its mission, and that those funds are allocated properly to reflect present needs and future potential.
- Identifies opportunities for leveraging resources and developing staff capacity. Ensures the development of systems to effectively and efficiently measure program and service metrics, both systematically and financially.