**POSITION ANNOUNCEMENT**

**Chief Executive Officer (CEO)**

**POSITION PURPOSE:** The Chief Executive Officer is an entrepreneurial, resourceful and innovative leader who works collaboratively with the MHR board of directors and leadership team to fulfill its mission of “fostering hope, health and recovery for people affected by mental illness and substance use disorder (SUD).”

**HISTORY**

Founded in 1976, MHR is a non-profit 501(c)(3) mental health agency that provides community-based behavioral health, housing, and supportive services for people affected by serious mental illness or substance use disorder (SUD). Over 235 staff serve more than 6,200 people, primarily in Ramsey, Dakota, Hennepin and Anoka Counties. In 2019, MHR’s operating budget was $28,041,000.

MHR programs include supportive housing services, housing vouchers, targeted case management services, assertive community treatment, adult rehabilitative mental health services, independent living skills, a mental health outreach clinic providing in-home therapy, intensive community based services, a Community Support Program, special needs basic care coordination, psychosocial rehabilitation, peer support groups, and innovative substance-use disorder (SUD) treatment that is specific to the needs of people living with serious mental illness. MHR continues to monitor the industry and the community we serve to ensure we are ready to adapt and evolve to always be ready to meet the needs of the people we serve. MHR takes a holistic approach to the health and social service needs of people with serious mental illness and co-occurring substance use disorder so that they can pursue and achieve their personal recovery goals.

Kathy Gregersen, current MHR Executive Director, has announced her retirement to occur at the end of 2019.

**VISION & CLIENT/CUSTOMER BASE**

“Individuals with mental illness and substance use disorder have equitable access to resources, support and opportunities to achieve their highest level of recovery.”

MHR target clients are adults, older adults and youth. MHR target customers (whom they partner with) include counties, DHS, health plans, health providers and hospitals; youth services; housing funders & providers; corrections/law enforcement & court system; substance use disorder treatment providers; older adult services; and veteran services.

**FAST FACTS**

- Serving the community for 43 years
- 235 staff
- 6,200 people served
- 14 service/program lines in 4 counties / 7 sites (+Duluth)
- $28,041,000 budget
- SAMHSA award in 2017 “Excellence in Wellness” for success achieved with the ReThink tobacco program (only 3 recipients nation-wide)
- 2012 MN DHS Commissioner’s Circle of Excellence Award

For more information, visit the MHR website at [www.mhresources.org](http://www.mhresources.org)
KEY PERFORMANCE FACTORS
HOW MHR MEASURES SUCCESS IN 2019

• Intake/first Face to Face will occur within 10 calendar days: 88%
• Overall satisfaction with MHR services: 94%
• Increased understanding of their mental illness/SUD: 83%
• Increased hopefulness about the future: 76%
• Maintain or reduce annual staff turnover rate: 30%
• Increase the percentage of staff of color: 25%
• Overall staff satisfaction: 84%
• Maintain days of unrestricted cash: 60 days
• Maintain days of unrestricted net assets and operating expenses: 120 days
• Increase Service revenue 6%
PRINCIPLE RESPONSIBILITIES OF THIS EXECUTIVE LEADERSHIP POSITION

• Develop and communicate a **vision and strategies** to address the health and wellbeing of targeted community members in need; inspire others to collaborate in securing and organizing the resources necessary to achieve that vision;
• Develop and implement the organization’s **financial strategies**; including obtaining program fees and reimbursement rates to finance the organization activities, managing funds to cost effectively achieve organizational goals, maintaining financial viability, and seeking opportunities to increase the accomplishments of the organization;
• Develop and maintain **relationships with stakeholders**; including board, staff, community leaders and entities, seeking their feedback and working to ensure a that services provided are acutely targeted to meeting the needs of the community;
• Facilitate a **metric-driven service delivery** approach that meets the organization’s vision of positive outcomes for those that are served;
• Ensure implementation of **data driven decision-making** to evaluate delivery on mission; including the contribution to improving our community members’ lives, staff productivity, and implementation of the strategic plan;
• Effectively secure and develop **human resources** to achieve the organization’s mission; including oversight of program and administrative staff and working closely with the Board of Directors and its committees. Promote a diverse environment in which people recognize and achieve their own potential and appreciate the perspectives and contributions of others.

REQUIRED QUALIFICATIONS

**Relationships and Leadership**

• Demonstrated successful for-profit or non-profit human/social services programmatic and agency leadership; including supervisory experience, and experience working in collaboration with multiple parties and diverse interests;
• Demonstrated experience in creating, executing and maintaining new product/service lines;
• Experience forming and maintaining strong working relationships with a variety of stakeholders, including federal and state behavioral health systems as well as the structure and payers of the behavioral health system in Minnesota;
• Contributes to the organization’s team approach, effectively supporting contributions of others;
• An awareness and compassion of the benefits of meaningful and intentional human/social services.

**Program and Policy**

• Use a racial equity and inclusion lens in all decisions;
• Demonstrated ability to provide the highest quality of customer service;
• Advanced knowledge of the theoretical foundations, as well as the principles and techniques of practice relevant to the provision of services in a nonprofit human services organization;
• Advanced knowledge of management principles and techniques, particularly leadership development;
• Ability to analyze new and complex problems and to develop effective solutions;
• Knowledge of regulatory compliance;
• Experience with policy and/or advocacy coalitions focused on industry-wide initiatives and agendas;
• Well-developed racial/cultural/social-emotional competency/awareness.
Communications

- Strong verbal and written communication and presentation skills;
- Empathizes and communicates effectively with clients, customers, partners and community leaders who share in the goal of providing quality mental health and chemical health services;
- Experience with public speaking, persuasion and advocacy;
- Strong influencing skills both within and outside the organization with the ability to drive consensus;
- Strong relationship building skills (with individuals and organizations) as well as strong community-building skills;
- Ability to effectively coach and mentor staff.

Strategy

- Strong strategic planning skills and abilities;
- Ability to function independently and make decisions consistent with MHR’s mission, goals, policies and procedures, and board direction;
- Ability to identify marketplace trends early and collaboratively develops strategies to address needs;
- Demonstrates results focus with the ability to motivate others and assume responsibility for outcomes;
- Bold leadership to identify new target audiences and program areas that will ensure the agency thrives.

Financial

- Solid understanding of financial management methods and techniques;
- Strong negotiation skills;
- Experience in fiscal analysis and management, including financial statements and budgets;
- Analyzes and manages risks and envisions resilient revenue and payment models;
- Demonstrated fundraising ability in the public and private sectors.

Personal Attributes

- Demonstrates integrity at all levels of decision-making;
- Demonstrates grace under pressure;
- Has a sense of humor and knows when to use it;
- Maintains confidentiality of sensitive materials and information.

REQUIRED KNOWLEDGE AND EXPERTISE

This position requires a master’s degree in Behavioral Health, Public Health, Human Services and/or Business. Eight to ten years of senior management experience in a behavioral/human services agency is required. Experience with health care systems is preferred.
WORKING ENVIRONMENT/CULTURE SUPPORT EXPECTATIONS

- Excellence – we hold ourselves up to high standards
- Use a racial equity and inclusion lens in all decisions
- Expectation to provide high quality service to the community
- Self-reflection and self-critical
- Constantly evaluating our practices
- Professionalism
- Trauma-informed sensitivity
- Putting clients first Intentional decision-making
- Fiscal responsibility at every level
- Committed to data collection and utilization
- Committed to the continuing education of staff
- Person Centered
- Decisions reflect not only what is best for MHR but also the larger behavioral health community
- Strategically innovative
- We take strategic risks that are manageable and calculated.
- Address disparities in the behavioral health system
- Commitment to serving diverse populations
- A productive and intentional culture
- We follow a “relationship” account management structure
- We will consider business opportunities as they arise
- Collaborative

SEARCH PROCESS

The MHR board of directors has retained Curt Peterson Consulting to conduct this retained executive search for CEO of Mental Health Resources, St. Paul, Minnesota.

Inquiries and Applications for more information or to recommend a potential candidate, please send an email to curt@orgdev.org. Candidates should send a letter detailing how the applicant’s skills, knowledge, and experience match the responsibilities of the position along with either a curriculum vitae or resume (word or PDF format) to curt@orgdev.org. All inquiries and applications will remain confidential. The deadline for all submissions will be Monday, October 7, 2019, at 12:00 pm. Please note that relocation is not part of this role.

The board of directors expects to announce the name of the successful candidate no later than November 1, 2019. The new CEO will assume responsibilities on December 1, 2019.

MHR does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, board, volunteers, vendors and clients.