

ORGANIZATION: Center for Urban Community Services (CUCS)
POSITION: President and CEO
REPORTS TO: Board of Directors
LOCATION: New York, NY
INFORMATION: [Website](#)
TO APPLY: Please send cover letter and resume as one PDF to CUCSPresident@pbrsearch.com with title format "Last Name First Name – Letter Resume."

BACKGROUND

The Center for Urban Community Services (CUCS) helps people rise from poverty, exit homelessness, and be healthy. CUCS excels at developing affordable housing and providing integrated programs that link housing, health, and social services for New York's most vulnerable people, especially those experiencing homelessness. Known for providing purpose-driven, high quality care, its pioneering [housing programs](#) have laid the groundwork for the development of evidence-based supportive housing services nationwide; its [wellness programs](#) help people with complex medical and mental health conditions access care and improve their quality of life; its employment services and one-stop benefit centers help families and individuals make strides to move beyond poverty; and CUCS [training teams](#) are at the forefront of the health, human services, and judicial fields, helping professionals develop a deeper understanding of those they serve. Today, CUCS exists to care, uplift, connect, and serve 50,000 individuals in New York City.

POSITION

The President and CEO is responsible for the strategic leadership and skillful management of CUCS' staff and ~40 service sites. Reporting to the CUCS board, they will be a compelling face, leading voice, and inspiring advocate for the organization's mission to end homelessness, improve health, and provide opportunities for low-income individuals and families to participate in community and realize their full potential. Overseeing an annual budget of ~\$110M, six direct reports, and ~600 staff (full-time and part-time), the President and CEO will maintain the supportive, compassionate, and quality-driven culture of CUCS and lead all aspects of the organization, including strategic planning, financial and staff management, external relations, and program development. They will demonstrate a commitment to the principles of diversity, equity, inclusion and belonging, and will cultivate relationships, garner support, and devise/drive a comprehensive strategy with programmatic, operational, and revenue outcomes that will strengthen CUCS' mission and ensure the organization's growth, visibility, and ongoing sustainability.

RESPONSIBILITIES

Strategic Leadership

- Work with the board, staff, and other stakeholders to develop CUCS' next strategic plan, with a key goal of clearly defining CUCS' future, its work, and its story.
- Effectively communicate the goals of the strategic plan both internally and externally so that all stakeholders understand their role and responsibilities in making the plan a reality.
- Build upon and continue to realize CUCS' diversity, equity, inclusion and belonging (DEIB) work so that the organization fulfills its vision of being a welcoming and inclusive place for the people it serves with a diverse staff and positive work culture.
- Working closely with the board, attract new board members who will actively assist CUCS in achieving its strategic, programmatic, and financial goals.

Financial and Operational Leadership

- Work closely with the executive team to ensure that CUCS operates within budget, optimizes resources, maintains a positive financial position, and is a trusted steward.
- Ensure that CUCS maintains its service sites at a high level of excellence and financial sustainability.
- Provide leadership for the ongoing development of organizational policies and procedures, with the goal of increasing clarity and efficiency across the organization.

Fundraising and External Relations

- Serve as the face and voice of CUCS to elevate the organization's profile and visibility, advocate for its programs and be an active thought leader on critical policy issues facing the field.
- Communicate on a regular basis with the media and other outlets to raise the public awareness of CUCS' role in providing services to New York City's homeless and most vulnerable people.
- Foster and maintain positive relationships with government agencies, public officials, philanthropists, and other external stakeholders; remain up to date on changing policy issues; and leverage government contacts in support of advancing CUCS' growth and impact.
- In tandem with a committed board and staff, actively grow sources of contributed income to build the long-term financial sustainability of CUCS.

Staff Leadership

- Provide strong, effective, clear leadership for a group of committed and skilled front-line and administrative staff members; be an advocate for their work and a positive and accessible presence across the organization.
- Set and model high standards for professionalism, work product, and collegiality, and hold people responsible for maintaining them; support staff in their careers, ensuring people have opportunities for professional development that enhance their growth and effectiveness.

QUALIFICATIONS

The ideal candidate will be a seasoned, visionary leader with a passion for CUCS' mission and the ability to imagine its future. Specifically, the President and CEO should have:

- Significant executive strategic leadership experience, with a track record of setting and realizing outcomes-oriented organizational objectives in collaboration with an engaged board and an experienced executive team.
- A commitment to advancing the needs of the people CUCS serves, and a deep understanding of the systemic challenges to eradicating the conditions of poverty and homelessness.
- Experience developing and operationalizing a strategic plan that is focused on sustainable growth, excellent program delivery, and positive work culture.
- Knowledge of New York City and State government, including a deep understanding of how the city operates in relationship to human services and the funding mechanisms that support it.
- Compelling written and verbal communications skills with the ability to tell CUCS' story to a range of audiences, including donors, government officials, media professionals, staff, clients, and partners. While specific fundraising experience is not a requirement of the position, a passion for the mission and a desire to convey that passion to others is essential.
- A track record of working effectively with a board of directors and the ability to engage board members so that the time they invest in board service is effective for the organization and rewarding to them. Experience building a board in line with organizational objectives and best practices.
- A high degree of emotional intelligence and the ability to effectively navigate a wide range of complex dynamics and relationships. Excellent interpersonal instincts and negotiation skills are essential in this role.
- A strong commitment to furthering diversity, equity, inclusion, and belonging in all forms.
- Deep knowledge of and dedication to the supportive housing and/or mental health landscape in New York City preferred. Candidates with a commitment to human services broadly speaking will also be given serious consideration.
- A bachelor's degree is required.

COMPENSATION

- Anticipated salary range \$350K to \$400K; final compensation commensurate with experience.
- Attractive, competitive benefits package, including paid vacation, health insurance coverage, Health Savings and Flexible Spending Accounts, 403(b) plan and commuter benefits.

Frequently cited statistics show that women and people from underrepresented groups apply to jobs only if they think they meet 100% of the criteria. If you meet many but not all the criteria and feel you may be a good fit for the role, CUCS encourages you to apply.

CUCS is an Equal Opportunity Employer and does not discriminate on the basis of age, color, national origin, ethnic origin, citizenship status, disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, marital status, veteran status, or any other characteristic protected by federal, state, or local law in its employment policies. In addition, CUCS will provide reasonable accommodations for qualified individuals with disabilities.