

ORGANIZATION: NEADS World Class Service Dogs
POSITION: Chief Executive Officer
REPORTS TO: Board of Directors
LOCATION: Princeton, MA
TO APPLY: Please send cover letter and resume as one PDF to NEADSCEO@pbrsearch.com with title format “Last Name First Name – Letter Resume.”

BACKGROUND

NEADS is a best-in-class service and assistance dog organization that provides life-changing partnerships between people and skilled dogs. Since its founding almost 50 years ago, NEADS has grown from being a single program to an internationally known organization offering the widest array of service and assistance dog programs available in the country. NEADS service dogs are matched with children and adults, including veterans, who have hearing loss or physical disabilities; children with autism and other developmental disabilities; and veterans with PTSD. Assistance dogs are partnered with professionals in classrooms, hospitals, courthouses, police and fire departments, and other social service organizations who incorporate the dogs into their work. The dogs are bred, raised, and trained by NEADS staff, with the help of an incredible network of volunteers. The main campus is a 15-acre wooded site in Princeton, which includes the Hawkins Canine Center, the Kathy Foreman Client House, The Breeding Center and Nursery, and a new veterinary clinic under development.

POSITION

The next Chief Executive Officer (CEO) will bring energy, inspiration, and a strategic business sense to leading NEADS. They will be charged with overseeing the 50+ person team and ~\$5M budget, ensuring that all aspects of the organization operate at the highest level of efficiency and effectiveness to maximize the number of people NEADS serves each year. While NEADS is an organization working with dogs, the ideal CEO will be a genuine “people” person who will support and develop the board and staff, as well as build and maintain relationships with external stakeholders such as clients, donors, and partners.

RESPONSIBILITIES

Strategic Leadership

- Develop and articulate the vision for the future so that all stakeholders understand their individual and collective role and responsibilities in making it a reality.
- Serve as a creative collaborator with the Board. Help define and strengthen the Board’s role, so its contributions and impact are maximized. Partner closely with the Board to refine and execute the 2022 strategic plan.
- Maintain NEADS’ position as an industry thought leader in the breeding, selection, training, and healthcare of service dogs; ensure NEADS dogs continue to be world class.
- Evolve and grow the organization as needed to ensure that the programs, staff, and budget are financially sustainable and aligned with the NEADS mission. Identify business opportunities and areas for growth and improvement to increase the organization’s reach and impact.

Team Management

- Provide strong, effective, clear leadership for a highly committed and diverse team. Ensure that all staff and volunteers understand how their specific roles contribute to the overarching mission, stated outcomes, and strategic goals.
- Foster a culture that values and inspires the team by strengthening internal structures, communications, and collaboration. Build trust and motivate people to reach their fullest potential as individuals and as an energized, collaborative, interconnected team.

External Relations

- Be the primary face and voice that represents and advocates for NEADS. Grow the organization's visibility to bring it in line with the quality of services provided and further the mission.
- Help attract, build, and retain relationships that will increase support, funding, resources, and clients for the organization.
- Work with the development team to identify new and steward existing donors, as well as other funding sources (government grants, earned income through partnerships, events, etc.).

Financial and Operational Leadership

- Ensure the financial health of the organization and its ongoing sustainability. Address fiscal challenges that continue due to the pandemic and other external factors, such as reduced capacity in the NEADS Prison Pup Program and changes in federal funding requirements.
- In conjunction with staff, plan and execute initiatives that strengthen operational capacity and the efficacy of programs.
- Be a steward of the NEADS' state of the art facilities and campus, so it continues to be an asset that meets the needs of the organization, its staff, and clients.

QUALIFICATIONS

The ideal candidate will be a seasoned leader with a deep interest in the NEADS mission, most importantly the people it serves.

Background and Skills

- At least 10 years of relevant experience in a leadership role, with a track record of developing highly effective teams and taking a similarly sized organization through its next stage of growth with buy-in from all relevant stakeholders.
- Experience driving effective collaboration across a diverse, multi-layered, and cross-functional team of at least 25 people.
- Experience with business development. Must have the acumen and ability to manage, analyze, oversee, and grow the organization's financial health in a sustainable way.
- Experience being the external representative of an organization (meetings with donors, cultivating board members, speaking at events, being on the news, etc.)
- A strong understanding of how to lead a place-based organization with complex operations and a large physical plant/facilities.

Personal Attributes

- A deep interest in / connection to the NEADS mission, most importantly the people it serves. Must be committed to the unique population of people who operate and make NEADS possible, as well as its service and assistance dogs.
- Emotional intelligence, empathy, ability to authentically connect and collaborate with a wide range of people.
- Entrepreneurial and able to think creatively about problems and solutions.
- Strong verbal and written communication skills; a persuasive style and comfort serving as a public spokesperson and ambassador for NEADS.
- A desire to live a commutable distance from Princeton, MA and be present on campus.

COMPENSATION

- Minimum salary \$180K; room for additional compensation commensurate with relevant experience.
- Generous, comprehensive benefits package, including paid vacation, health insurance coverage, flexible spending program, 403(b) contribution and professional development funds.

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, NEADS encourages you to apply.

NEADS 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, NEADS will provide reasonable accommodations for qualified individuals with disabilities.